



No newspapers here

Information needs assessments
among refugees and host communities
in Tanzania



Refugees who fled Burundi's violence and political tension arrive in Kigoma, Tanzania, after making the journey on Lake Tanganyika.

Final Report

Information needs assessment in Kigoma and Kagera regions, Tanzania

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COVER FOTO

Main road Kakuma refugee camp.
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Acronyms

BBC	British Broadcasting Corporation	PARS	Pan African Research Services
DRC	Danish Refugee Council	PWDs	People living with disability
DRC (Congo)	Democratic Republic of Congo	RPA	Radio Publique Africaine
DWA	DW Akademie	SPSS	Statistical Package for the Social Sciences
EATV	East African Television	TBC	Tanzania Broadcasting Corporation
FGDs	Focus Group Discussions	TOR	Terms of Reference
Fig	Figure	TV	Television
FM	Frequency Modulation	UNESCO	The United Nations Educational, Scientific and Cultural Organization
GPS	Global Positioning System	UNHCR	United Nations High Commissioner for Refugees
IGA	Income Generating Activities		
ITV	Independent Television		
KES	Kenya shillings		
KII	Key Informant Interviews		
MS	Microsoft		
NGO	Non-Governmental Organization		
NRC	Norwegian Refugee Council		
ODK	Open Data Kit		

Executive summary

DW Akademie (DWA) is part of Deutsche Welle, and as a strategic partner of the German Ministry of Economic Cooperation and Development, DWA carries out media development projects to strengthen the human right to freedom of opinion and promote access to information. Given the access to information challenges that come with forced migration, DWA is implementing a three year project known as the “Refugees and Migration in Africa” Project. The project aims to improve the access of people affected by forced migration to reliable information. With this aim, DWA engaged PARS to conduct an information needs assessment among refugees and the host community in Kigoma and Kagera Regional State of Tanzania.

The information needs assessment aimed at understanding the information needs of people affected by forced migration in Kigoma and Kagera Region. It assessed knowledge, attitudes and practices of the respondents concerning their access to information taking into account the diversity of the population. The assessment which targeted refugees from Nyarugusu, Mtendeli and Nduta Camps as well as host community surrounding the camps, was conducted in December 2019. The assessment intended to answer the following key questions:

- What kind of information do people require?
- How do people access information?
- Which means of information are available to them?
- What is the most trusted way of accessing information?
- What are the information gaps?

Given the context of the refugees and host community, the assessment design employed mixed methods through combining qualitative and quantitative research methods. The key methods used included literature review, face to face quantitative survey, focus group discussions, key informant interviews and observation. The quantitative survey was done with people above 18 years at the household level, and with children aged 11–17 years at the household level. Overall, 545 household interviews with adult members, 97 interviews with children, 9 focus groups discussions and 1 key informant interview were conducted. Below is a summary of the findings.

Education levels

Generally, education levels were low among both refugees and host community with majority (76%) of adults (18 years and above) having primary school and below as the highest level. In comparison, the education levels among the host community was higher compared to the refugees as 57% had primary school and below as their highest education level against to 87% of the refugees. The case was similar for

children (0–17 years) as 77% were still in primary school. Notably, 15% of children had never attended school. Children's level of education was also higher among the host community, as 28% had completed secondary school compared to 12% among refugees.

Education levels for DRC refugees were higher compared to Burundi refugees. In terms of completing secondary education as the highest level, 38% of the refugees from DRC had achieved this level compared to 8% of those from Burundi. In terms of completing primary education as the highest level, the trend was similar with 47% of refugees from DRC having achieved this level compared to 25% of those from Burundi. Most (41%) of the Burundian refugees had incomplete primary education as the highest level. In terms of camp comparison, Nduta Camp had the lowest education levels as 55% had incomplete primary education as their highest level.

Literacy levels

Measured in terms of ability to read and write, the literacy levels were above average as 64% of adults (18 years and above) were able to read and 60% able to write. In terms of the ability to both read and write, 51% of all the respondents were able to and literacy comparisons showed that 47% of refugees were able to read and write compared to 57% of host community. There was minimal gender parity as 51% of male respondents were able to both read and write compared to 50% of the female.

In terms of nationalities within the camps, literacy levels among refugees from DRC were higher compared to refugees from Burundi. Overall, 76% of the adults (18 years and above) from DRC were able to both read and write compared to 65% of refugees from Burundi. There was minimal literacy levels disparity among the three camps.

Languages spoken

Kiswahili was the main language spoken by 68% of the respondents. Other key languages spoken included Kirundi, spoken by 59% and French spoken by 16%. The minor languages spoken were Kiha, English and Lingala which were spoken by 3%, 4% and 4% respectively. Kiswahili was common among the both the refugees and the host community but Kirundi was still the main language for refugees and Kiswahili for the host community. However, comparison in terms of nationalities revealed refugees from DRC mainly spoke Kiswahili (71%), French (55%) and Lingala (43%). Refugees from Burundi mainly spoke Kirundi (97%), Kiswahili (47%) and French (20%). Noteworthy, the only languages spoken by both refugees' communities were Kiswahili and French. Further analysis within the camps showed DRC refugees were only settled in Nyarugusu Camp and hence Lingala was only spoken in that camp while the occupation of Mtendeli and Nduta Camps by

Burundi refugees meant Kirundi was universally spoken in the two camps.

Sources of information

The most frequently used channel to access information was the radio, through which 58% in the area accessed information. This case was similar for both refugees and host community. Access to TV was more common (48%) among host community compared to refugees (16%). Communication from humanitarian agencies was accessed mainly by refugees (UNHCR 16%, DRC 8%) and only 9% received information through Internet (mobile phones/computers). Radio was also the most popular source among refugees from DRC and Burundi. However, accessing information from mobile phones or computers was higher among refugees from DRC (27%) compared to those from Burundi (4%). Obtaining information from community leaders was also more used by Burundian refugees (21%) compared to DRC refugees (2%).

Radio access and consumption habits

Overall, radio listenership among adults (18 years and above) was at 58% and the host community had better access to radio compared to the refugees. The trend was similar to that of children (11 – 17 years) where overall 37% listened to radio, 38% being those from the host community and 35% being refugees. The statistics for these children are however based on a small sample of 96 whose data was analyzed as a unit and assumed as representative.

More male respondents (65%) listened to radio compared to female respondents (51%) and this was more significant among the refugees compared to the host community. Radio listenership was slightly higher among refugees from Burundi (52%) compared to DRC (45%). Access to radio within the camps was highest in Nyarugusu (66%), followed by Nduta (42%) and lowest in Mtendeli (38%). Access to radio was affected by cost of sets, language barriers and access to electricity. Those who listened to radio mainly used self, family or friend owned sets (97%) and did so in their homes (92%). This case was similar to the refugees as 98% of those who listened to radio they owned or those which belonged to family or friends. Qualitative data shows the listenership groups in the camps were more common compared to the host community. These groups involved sharing of one radio by several people in a group within the camp.

The most listened to radio stations were Radio Kwizera (70%) and TBC Taifa (41%). These were the only radio stations listened to by both the refugees (all three camps) and the host community. Radio Kwizera was described the most popular among both refugees and host community as well as the

youth. Radio Kwizera was also the most accessed by Burundian refugees (72%) and DRC refugees (68%). The case was similar within the camps except in Mtendeli where radio Kwizera (78%) came second to TBC Taifa (89%).

Most accessed information from radio stations was news from the camp (46%), news from home country (41%), news from Kigoma and Kagera (34%) and news from Tanzania (33%) among others. The host community mainly received news from Tanzania (51%), information from their community in Kigoma/Kagera (48%) and interestingly news from the camps (37%). Qualitative interviews revealed that the host community had a lot of interest in what happened in the camps and thus tuned in to news from the camps on the radio. Information accessed by refugees from Burundi and DRC did not show any major difference. In terms of programming schedule, the majority (57%) listened to radio early in the morning (5:00 am to 8:00 am) and the least accessed period was overnight (11:00 pm to 5:00 am). Peak listening periods were early morning (5:00 am to 8:00 am) and evening (5:00 pm to 8:00 pm) while off-peak period was overnight (11:00 pm to 5:00 am). Podcast listenership was low (12%) and most of those who listened were from the host community. More than half of those who listened to podcasts listened only once a month.

Television access and consumption

Access to information through TVs was low (24%) in the area due to hindering factors such as affordability of TV sets and electricity as indicated by qualitative information. More host community members (44%) accessed information from TVs compared to only 10% of the refugees. The trend was similar in terms of gender as only 27% of the male had access to TVs compared to 20% of females. Notably, more refugees from DRC (18%) accessed TVs compared to refugees from Burundi (8%). Additionally, Nyarugusu had the highest access to TV at 17% compared to Nduta and Mtendeli at 4% respectively. Out of those who accessed TVs, the majority (90%) watched it daily and several times a week. The peak period for most was in the evening between 5:00 pm to 8:00 pm and the off-peak hours for watching televisions were similar to those of the radio thus, overnight (11:00 pm to 5:00 am).

Information consumed from TVs was similar to that consumed from radios. Overall, the main information received from TVs included news from Kigoma/Kagera (48%), news from the camp/community (44%), news from Tanzania (38%) and news from home country (31%). In comparison, most refugees (60%) viewed news from the camp on TVs while most of the host community (47%) consumed news from Kigoma and Kagera areas. The most viewed channels by the respondents included Independent Television (ITV) (32%), BBC (21%), TBC (13%), Azam TV (11%) and Clouds TV (9%).

Print media access and consumption

In terms of print media's popularity in the area of study, only 12% read newspapers and these were mainly from the host community. Only 1% of the refugees read newspapers. In Mtendeli Camp particularly, none of the refugees read newspapers. The main reasons why majority did not read newspapers were unavailability of newspapers (65%), the available ones were not in 20% of the respondents' language, and other respondents (32%) could not afford to buy them while others (18%) claimed to be unable to read.

Mobile phone access and usage

Overall, 49% of the respondents had access to mobile phones and the access was higher among host community (58%) compared to refugees (38%). More refugees from DRC (59%) had access to mobile phones compared to refugees from Burundi (37%). Low access was mainly associated with the lack of reliable income which made mobile phones unaffordable to refugees. In terms of gender, more males had access to mobile phones compared to females. Qualitative data revealed the disparity was mainly due to financial challenges the women faced especially in accessing work.

Internet access and consumption

Overall, 23% of all respondents had Internet access. Internet access among the host community was higher than among the refugees as well as among the male against the female population. Qualitative data revealed that the main challenges in accessing Internet included limited access to devices such as smart phones and computers especially within the refugee camps. Out of the 12% of the refugees who accessed Internet, 56% were Burundians while 44% were from the DRC.

Social media access and usage

Social media in the area was accessible to only 19%. The host community had more people accessing social media compared to the refugees and the most used platforms were Facebook and WhatsApp. Only 11% of refugees had access to social media and majority (89%) lived in Nyarugusu Camp. The least used social media platform was Telegram and was only used by male refugees. The main information accessed on social media was news from the camp and the surroundings, news from Tanzania, education and news about civil rights and rights of refugees.

Trustworthiness of sources of information

Overall, radio (65%), which was also the main source of infor-

mation, was the most trusted followed by UNHCR Personnel (11%) and loudspeaker announcements (7%). Trustworthiness of the radio was mainly associated with the perception of conveying official information. Its high accessibility compared to TV made also aided in its trustworthiness. However, those with access to TV trusted TV more due to its visual element. Notably, in Nduta Camp, UNHCR personnel (47%) were most trusted followed by radio. Since radio stations were most trusted sources of information, further analysis was conducted to determine which radio stations were trusted the most. The analysis revealed that Radio Kwizera was the most trusted by both the refugees and host community.

Information needs

Generally, 67% felt that they were able to make informed decisions based on the information they possessed. More of the host community members were in a position to make such decisions compared to the refugees. The main reasons given by those who felt they had sufficient information to make informed decisions were: the source of information (veracity and accuracy) (48%), the information helped them understand various topics e.g. health/education (39%), and others (13%). Those who felt they lacked sufficient information for decision making gave the following reasons; they did not trust the source (23%), their voice could not be heard as they were perceived to be less fortunate/refugees (33%), the information received caused moral decline (18%), there were limited media stations (12%) among others (14%).

Despite 67% feeling they could make responsible decisions for themselves and their families, an overall of 68% felt there was still information they needed to make better decisions themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health information. The other information which was desired but lacking at the time of the assessment was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

Conclusion

I. How do the people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

The main way to access information used by both refugees and host community in Kigoma and Kagera regions was the radio. Other channels used were face-to-face communication through humanitarian agencies' personnel, community/refugee leaders, televisions, loudspeakers, print media and mobile phones or computers. The main language spoken by majority of both refugees and host community was

Kiswahili. Other languages spoken included Kirundi which was spoken by most of the refugees due to the high number of Burundian refugees. French was the third most spoken language in the area, and was spoken mainly by refugees from both DRC and Burundi. In terms of the literacy levels in the area, about half (51%) of the respondents were able to both read and write. Many in the host community members were able to both read and write compared to the refugees. This was influenced by the education levels of the refugees which were very low compared to the host community.

II. Which means (written, audio and video etc.)/ sources of information are available to them?

Information delivered via audio was available to both refugees and host community and was accessed through radios and loudspeakers. Availability of video as form of communication was highly affected by unaffordability of sets among both refugees and the host community members. Print media's accessibility was affected by the fact that newspapers and magazines were unavailable in the area, low literacy levels, the perception that they were only bought by the rich and the availability of alternative sources of vital information such as through the radio.

III. Which source of information do they trust?

Radio was the most trusted source of information. This was attributed to the perception that radios communicated official and verified information. The most trusted radio station was Radio Kwizera whose mandate catered for the needs of the refugees and the host community. Radio Kwizera was established in 1995 by the Jesuit Refugee Council in collaboration with UNHCR and the Catholic Diocese of Rulenge. Its main aim was to accompany refugees in the locality by providing a bridge between them and the local communities, government of Tanzania and agencies working with them. Televisions' audio-visual nature made it also trustworthy but regretfully, the costs of TV sets affected their access and usage.

IV. Do people feel they have enough information to make informed decisions?

Overall, more than half of the respondents felt that they were able to make informed decisions based on the information they possessed. Despite this, an overall of 68% felt there was still information they needed to make better decisions for themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health. In comparison, the host community members were in a better position to make informed decisions than the refugees.

V. Which information do they require to make informed decisions?

The information required was mainly news, information on peace and unity/human rights/security, education and health information. News was a key information need as it

informed on the uncertainty of the refugees' stay which had impact on both the refugees and the host community. Additionally, the assessment established that the main type of information desired by the respondents was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

Recommendations

In order to improve the access of people in Tanzania affected by forced migration to reliable information, DW Akademie should:

- a. Develop programs that provide credible and reliable information on peace and unity/human rights/security, education, health, security within the camp and within the community, news from refugees' home countries, precautions and action after physical attacks, trauma counselling and finding missing people or family members. For children (11 – 17 years), develop programs that feature education, entertainment and sports.
- b. Train and mentor youth from both the refugees and host community to be reporters or to contribute content for the programs. This will ensure content from the area is collected on time while also providing employment to the youth.
- c. Partner with Radio Kwizera and TBC Taifa to air the programs since radios are most accessible. Radio Kwizera and TBC Taifa are not only the two most listened to but also the two most trusted radio stations in the area. This will also ensure Radio Kwizera has a strong economic base to continue offering quality services to the area. Air children's (11 – 17 years) programs on Radio Kwizera as it's their favorite.
- d. Build capacity of staff from Radio Kwizera, TBC Taifa and other radios operating within the area. This will improve the quality of information available to the people.
- e. Package the program content in the three main languages: Kiswahili, Kirundi and French.
- f. Air the programs within the periods of early morning (5:00 am to 8:00 am), afternoon (2:00 pm to 5:00 pm) and early evening (5:00 pm to 8:00 pm). This will ensure a bigger audience is exposed to content.
- g. Support listenership groups by offering solar powered radio sets to reach a bigger audience.
- h. Develop feedback mechanisms to ensure the programs are up to date and tackling relevant issues in the area.

1. Introduction and background

Information is key for any decision-making and problem-solving process. The unique situation of refugees and how their migration affects the host community significantly elevates their need for information. Refugees need critical information about their current and future situation as well as information to make decisions about their next steps, to remain safe and meet their minimum survival needs ¹. Given the needs and challenges in access to information among refugees and the host communities, the “Refugees and Migration in Africa” Project of DW Akademie was developed. The Refugee and Migration Africa Project of DW Akademie is a three-year endeavor (2019–2021) aiming to improve the access of people affected by forced migration to reliable information. DW Akademie (DWA) is Deutsche Welle’s center for international media development and as a strategic partner of the German Ministry of Economic Cooperation and Development, DW Akademie carries out media development projects that strengthen the human right to freedom of opinion and promote free access to information.

1.1 About the information needs assessment

With the aim of improving the access of people affected by forced migration to reliable information as stated above, DWA commissioned PARS to conduct an information needs assessment among refugees and the host community in Kigoma and Kagera Regional State of Tanzania. The information needs assessment is aimed at understanding the information needs of people affected by forced migration in Kigoma and Kagera Region. The study sought to assess knowledge, attitudes and practices of the respondents concerning their access to information and taking into account the diversity of the population (gender, age, ethnicity, language and residence status as refugee or citizen), according to a quota plan. Specifically, the needs assessment aimed to:

- I. Review relevant literature such as project documents and population statistics, including past studies of information needs relevant to the target respondents.
- II. Develop study tools in close cooperation with DWA.
- III. Provide in writing a criteria for recruiting research assistants and enumerators.
- IV. Conduct training for enumerators and supervisors involved in the study.
- V. Supervise data collection and track the collection by GPS.
- VI. Transcribe and translate all material recorded in local dialects during data collection into English.

- VII. Analyse behaviours, attitudes and practices of the respondents including information needs and gaps of the Kigoma and Kagera region residents, particularly refugees.
- VIII. Present an initial draft report and a final written report after consultation with DWA.
- IX. Provide printed and soft guide/tools to DWA, as well as the raw material.
- X. Provide a digital map with GPS tracking of the data collection.

The assessment aimed to answer the following key questions:

- a) What kind of information do people require?
- b) How do people access information?
- c) Which means of information are available to them?
- d) What is the most trusted way of accessing information?
- e) Do people get enough information to make informed decisions?
- f) What are the information gaps?

1.2 Focus area of the information needs assessment

The assessment targeted refugees from the three camps of Nyarugusu, Nduta and Mtendeli and the host communities (approximately 25 km radius around the camps) within Kigoma region. Kigoma is located in north western Tanzania, on the north eastern shores of Lake Tanganyika and close to the border with Burundi and The Democratic Republic of the Congo (DRC). According to the 2012 national census, Kigoma Region had a population of 2,127,930. Refugee camps in Tanzania are mainly situated within the Kigoma and Kagera Regions. As of September 2019, Tanzania hosted about 278,767 refugees (89%) and asylum seekers (11%), with majority (84.7%) living in the three camps, 8.3% in villages, 5.6% in settlements and 0.1% in urban areas.

Nyarugusu Refugee Camp was opened in 1996 to host refugees fleeing conflicts in DRC, mostly Congolese. From April 2015 onwards new refugees from Burundi arrived and were being hosted in Nyarugusu before relocation of some refugees to Nduta and Mtendeli Refugee Camps.

¹ odihpn.org/magazine/voices-refugees-information-communication-needs-refugees-greece-germany

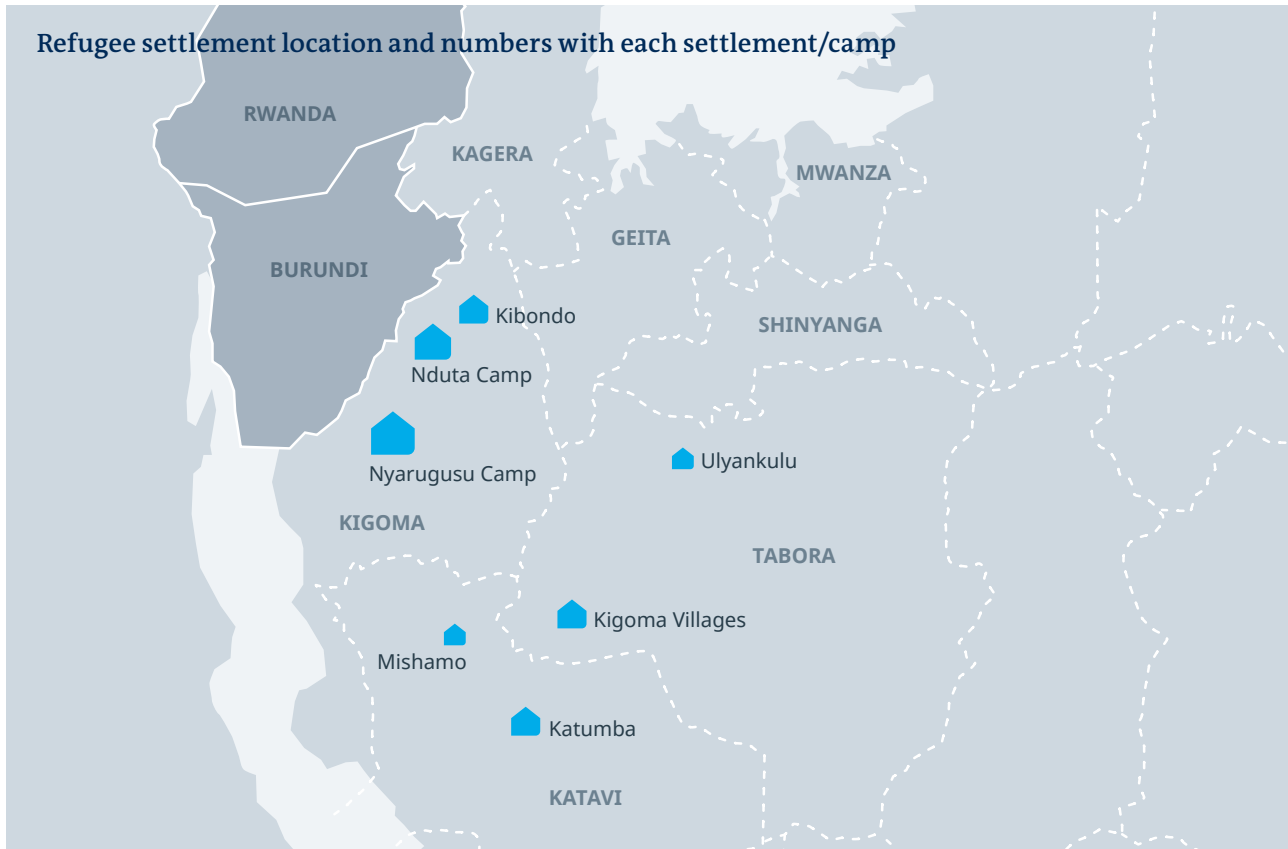


Figure 1 Source: UNHCR Tanzania Refugee Population Update 30th September 2019

Nduta Refugee Camp opened in October 2015, as an emergency measure to relocate 40,000 Burundian refugees from Nyarugusu Camp. Later the camp also received more newly arriving Burundians.

Mtendeli Refugee Camp was opened January 2016, as an emergency response to receive 40,000 Burundian refugees relocated from Nyarugusu refugee camp. The camp ceased to receiving new arrivals from Burundi in October 2016 when the population reached 50,000 individuals.

So, Mtendeli and Nduta as the “newer” camps host only Burundians, whereas Nyarugusu as the “older” camp hosts both Congolese and Burundians.

The refugee camps were established to host refugees who were forced to flee their homes due to conflict and widespread violence in the neighboring countries of DRC and Burundi. Thus, majority of the refugees in the camps are from Burundi (78,3%), DRC (26%) and others (0,2%). In terms of age of the refugees, 57% are children aged (0 – 17 years), 41% are aged 18 to 89 years and only 2% are aged 90 years and above. Gender balance was also observed with 50% male and 50% female.



Refugees who fled Burundi's violence and political tension watch others leave on a ship freighted by the UN , at Kagunga on Lake Tanganyika, Tanzania, to be taken to the port city of Kigoma.

2. Methodology

The approach of this assessment was founded upon the principles of: systematic inquiry; competency; integrity and honesty; participation; and respecting the interests of participants. Given the context of the refugees and host community, the assessment design employed mixed methods by combining qualitative and quantitative research methods. The key methods used were literature review, a face to face quantitative survey, focus group discussions, key informant interviews and observation. The field work was undertaken from December 12–20, 2019. This included training of enumerators, pilot survey and data collection.

2.1 Data collection

2.1.1 Training and Briefing

The assessment tools were developed by PARS in collaboration with DWA and after approval, briefing and training of enumerators was conducted in Kibondo, Kigoma region on December 12, 2019. A total of 16 enumerators and three supervisors were trained. All enumerators were Tanzanians living in the communities around the three camps. Engaging refugees as enumerators was deemed unmanageable due to camp restrictions². Enumerators and supervisors were thoroughly briefed and trained on:

1. Introduction to research
2. Basic interviewing skills
3. Introduction to the needs assessment exercise
4. Purpose and objectives of the study
5. Sampling techniques and respondent section
6. The questionnaire and data collection using ODK

After the training, enumerators conducted mock interview drills among them to help them understand the questionnaire better, prepare them in interviewing, and identify any challenges with the flow of the questionnaire.

2.1.2 Pilot test

Pilot test interviews were conducted on December 13, 2019 and afterwards the enumerators were debriefed and appropriate changes made to the questionnaire on ODK platform.

2.1.3 Quantitative survey

The study was undertaken in Nduta, Mtendeli and Nyarugusu Camps and in the host community surrounding the camps. Structured questionnaires were administered at the household level and to children in both refugee and host community using the ODK platform installed on mobile phones. This survey targeted adults aged 18 years and above as well as children aged 11 to 17 years old. Gender equality was observed and persons living with disabilities included in the survey.

2.1.4 Sampling

Overall sample size determination had been arrived at using Cochran's formula. A confidence interval of 95% and a margin of error of +/-5% was used.

$$ss = \frac{z^2 * (p) * (1-p)}{e^2}$$

Where:

- Z = Z value (e.g. 1.96 for 95% confidence level)
- p = percentage picking a choice, expressed as decimal (0.5 used for sample size needed)
- e = margin of error, expressed as decimal, e.g., .04 = ±4. In this case proposed to be 0.042

Substituting the equations, we have:

$$ss = \frac{1.96^2 * (0.5) * (1-0.5)}{0.042^2} = 544$$

Allowing a non-response rate of 10%, the overall sample size was an estimated 600 interviews. This sample size was distributed among refugees, host community and children as shown in table 1. Proportion of sample sizes for refugees was guided by population data from UNHCR³ while that of host community was guided by area population.

² nrc.no/perspectives/2019/6-things-you-should-know-about-refugees-in-tanzania

³ UNHCR Tanzania Refugee Population Update 31st March 2019

2.1.5 Sampling technique

(i) Refugees:

Refugees were randomly selected to participate in the assessment. Inside the camps, enumerators were guided to blocks where targeted nationalities were concentrated. Having selected blocks/neighborhoods, households were selected using a random route walk. The skip interval used was established using the estimated number of households in the enumeration area and quota allocated to each interviewer. Refugees outside the camps were also randomly targeted. Screener questions were applied to ensure respondents were

not interviewed twice. Quantitative interviews with refugees were biased towards those who could express themselves in Kiswahili or English. In the minimal cases where the respondents could not express themselves in Kiswahili or English, a translator within the community was engaged. $k = N/n$

Where $N =$ Estimated population in the enumeration area

$n =$ sample size

$k =$ skip value

(ii) Host community:

Quantitative survey sample targeted

		OVERALL	MALES	FEMALES	GIRLS	BOYS
Host community	Rural	83%	70	70	10	10
	Urban	17%	30	30	10	
Mtendeli Camp		13%	30	30	10	
Nduta Camp		33%	60	60	10	
Nyarugusu Camp		54%	80	80	10	
Total			270	270	60	

Table 1

Quantitative survey sample achieved

		OVERALL	MALES	FEMALES	GIRLS	BOYS
Host community	Neighboring Mtendeli Camp	36%	41	36		
	Neighboring Nyarugusu Camp	31%	39	29	30	33
	Neighboring Nduta Camp	33%	39	33		
Total		100%	119	98	63	
Refugees	Mtendeli Camp	17%	27	28		
	Nyarugusu Camp	49%	94	67	19	15
	Nduta Camp	34%	56	56		
Total		100%	177	151	34	

Table 2

A rural sample was taken from rural villages located within a 25 km radius from of the refugee camps and the villages randomly selected. Enumerators were required to walk a random route to identify the households to interview. At the household level, quota sampling was done based on gender and purposive sampling of people living with disability done at the household level.

2.1.6 Sample size achieved

The survey achieved a total of 642 respondents compared to the targeted 600. Out of these, 545 were adults (aged 18 years and above) and 97 were children (aged 11 to 17 years old) as shown in table 2.

2.1.7 Qualitative research

Qualitative research was done through Focus Group Discussions and key informant interviews.

a) Focus Group Discussions

The target groups for Focus Group Discussions were purposively selected based on nationality and the FGDs were conducted mainly in Kiswahili language. A translator was used in cases where respondents expressed themselves in French, Lingala and Kirundi languages. However, these cases were minimal. A total of 9 focus groups were held as indicated in table 3.

b) Key Informant Interviews

The assessment targeted key informants from the camp officials to radio stations. However, due to government re-

striction of operations within the camps and closure of radio stations operating within the camps, only 1 key informant with Nduta Camp staff was reached. Interviews planned with NGOs did not materialise as most were unavailable due to the December holidays and other engagements.

Data entry and analysis

Data from the assessment was analysed using SPSS and MS Excel. PARS summarized the qualitative information collected from KIIs and focus groups. Most of the information collected has been incorporated in the main report, especially in generating the findings and recommendations.

Justification of methods and techniques used

PARS determined the methodology based on information provided by the TOR and DWA. The tools adopted are universally accepted in the needs assessment data collection. The development of the guidelines was discussed and agreed with DWA prior to the field study to ensure data collected was relevant to the needs assessment.

Ethical Considerations

The research team members in the assessment were professional researchers. The respondents and participants were assured of confidentiality of the data collected and informed consents were sought prior to interviews, taking of photographs and audio recording. The 'Do No Harm'⁴ principle was employed at all times during the study to protect respondents and participants. Data collected will be the property of DWA and will be submitted along with the final assessment report.

FGDs conducted

RESPONDENT CATEGORY	MTENDELI CAMP	NDUTA CAMP	NYARUGUSU CAMP	HOST COMMUNITY
Men (35 and above)	1 (Burundi)	1 (Burundi)	1 (DRC)	
Women (35 and above)	1 (Burundi)	1 (Burundi)	1 (DRC)	1 (mixed, men, women and youth)
Youth (18–35 years)	–	1 (Burundi)	1 Burundi (mixed men, women and youth)	
Total			9	

Table 3

⁴ 'Do No Harm' principles state that aid is not neutral. Aid—and how it is administered—can cause harm or can strengthen capacities for peace in the midst of conflict-affected communities.

2.2 Survey limitations

- Heavy rainfalls during the time of the study caused challenges in accessibility of refugees and recording of interviews and discussions. The survey, however, ensured Focus Group Discussions were held in shelters and note takers involved to ensure all details were captured.
- Government restrictions especially at a time when the government was encouraging voluntary return of refugees limited the research team's access and activities in the camps as well as caused delays in undertaking the assessment. However, snowballing was used to access refugees where possible.
- Government restrictions also affected involvement of NGOs and radio station as some of them were not available and others had been closed down. The December holidays also affected scheduled interviews with NGOs as some had closed for the holidays and others were engaged.
- Language barrier in some FGDs was experienced. The challenge was overcome with the help of translators.
- Quantitative interviews mainly targeted refugees who could express themselves in Kiswahili or English. The effect was minimal as most could express themselves in Kiswahili and in cases where the sampled respondent couldn't express themselves, a community member who had not been interviewed was used as a translator. These cases were rare.



Scenery in Nduta Refugee camp,
Kigoma Region

3. Main findings

3.1 Respondent profile/demographics

Table 4 summarizes the socio-demographic characteristics of the sample population. The camps Mtendeli and Nduta mainly host refugees from Burundi, while Nyarugusu, the largest camp hosts refugees from both DRC and Burundi.

3.2 Education and language

3.2.1 Education levels

Education is vital in access to information as it provides us with knowledge on the world around us, gives us a perspective of looking at life, and helps us build opinions on issues in life⁵. From this angle, education is one of the key attributes that influence access and dissemination of information and thus this study sought to find out the levels of education in the study's target area. Overall, education levels were low among both refugees and host community, with the majority

(76%) of adults (18 years and above) having primary school level and below as the highest level. However, the level of education among the host community was higher compared to the refugees, as 57% had attended primary school and below as their highest education compared to 87% of the refugees. Children's level of education was also higher among the host community, as 28% had completed secondary school compared to 12% among refugees, as shown in figure 3.

3.2.2 Ability to read and write

In this assessment, literacy was measured as the ability to read and write. Overall, 64% of adults (18 years and above) were able to read and 60% able to write. In terms of gender, 65% of the male respondents were able to read compared 62% of the females. This was similar in terms of ability to write as 62% of male respondents were able to write compared to 59% of the female respondents. Children's level of education was also higher among the host community, as 28% had completed secondary school compared to 12% among refugees, as shown in figure 4.

Socio-demographics

	MTENDELI REFUGEE CAMP (N=63)	NYARUGUSU REFUGEE CAMP (N=174)	NDUTA REFUGEE CAMP (N=119)	HOST COMMUNITY (N=286)	
Age	11–17	24%	6%	7%	22%
	18–25	6%	13%	8%	12%
	26–35	33%	41%	29%	25%
	36–45	24%	25%	33%	21%
	Above 45	13%	16%	24%	20%
Gender	Male	51%	57%	50%	54%
	Female	49%	43%	50%	46%
Nationality	Tanzania	-	-	-	88%
	Burundi	100%	70%	100%	12%
	DRC Congo	-	30%	-	-
With Disability	Yes	-	4%	8%	5%
	No	100%	96%	92%	95%
Household headship	Yes	54%	82%	80%	75%
	No	46%	18%	20%	25%

Table 4

⁵ edlab.tc.columbia.edu/blog/9886-Why-is-Education-So-Important-in-Our-Life

Education levels (18 years and above)

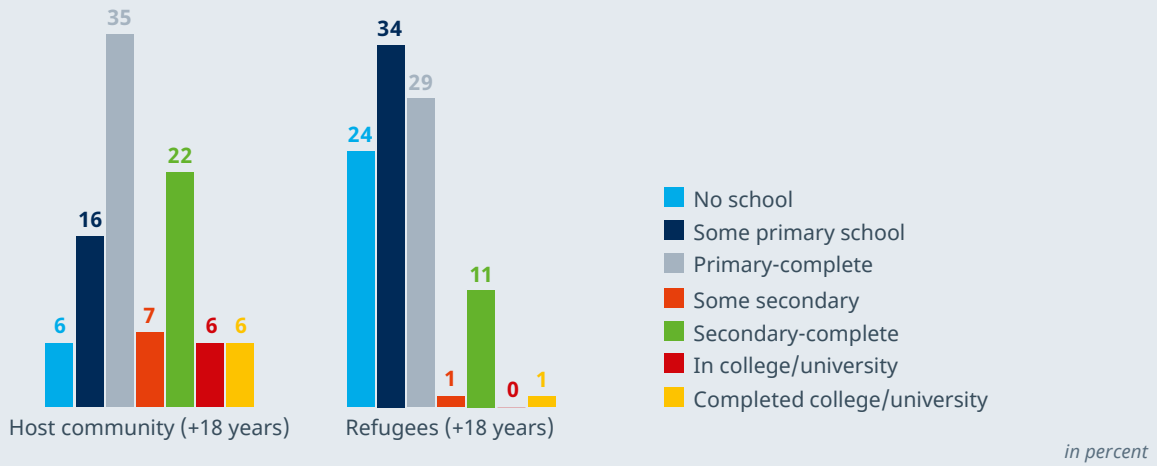
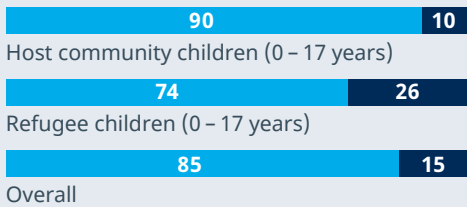


Figure 2

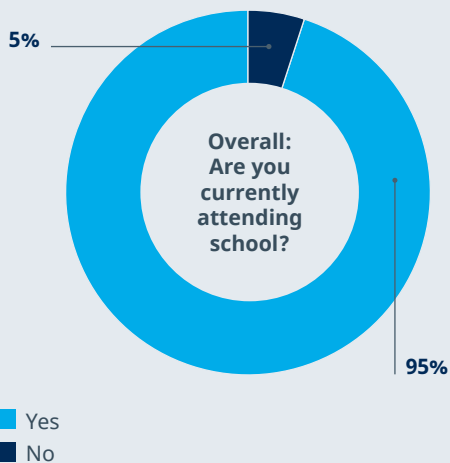
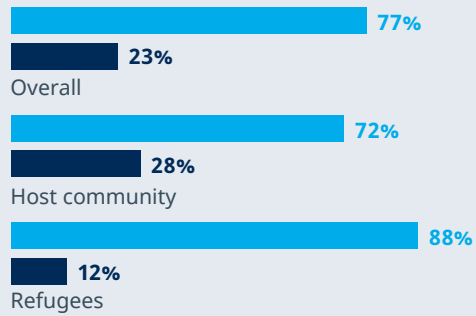
Education status for children (11–17 years)

Have you ever attended school?



in percent

Education levels for children (11 – 17 years)



■ Yes
■ No

Figure 3

Noteworthy, 51% of all the respondents were able to both read and write. Literacy comparisons showed that 47% of refugees were able to read and write compared to 57% of host community. The host community literacy rate was lower than UNESCO's 77.89% literacy rate for Tanzania recorded in 2015⁶. This was attributed to the survey being conducted in rural areas. Comparison in terms of gender showed that 51% of the male respondents could both read and write against 50% of the female.

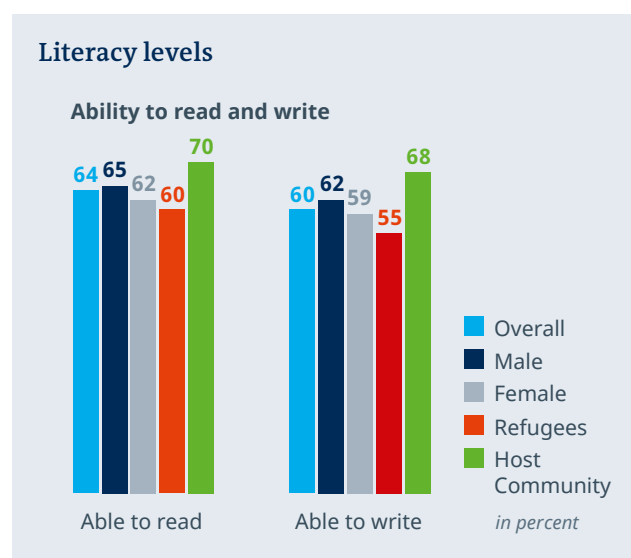


Figure 4

3.2.2 Languages spoken

The main languages spoken in the area were Kiswahili, spoken by 68% of the respondents, Kirundi, spoken by 59%, and French spoken by 16%. Other languages included Kiha which was spoken by 3%, plus English and Lingala which were spoken by 4% respectively. The key languages spoken by the refugees included Kirundi, spoken by 86% of the refugees; Kiswahili, spoken by half of the refugees; French, spoken by 27%; Lingala, spoken by 7% and English which was spoken by 2%. Notably, Kiswahili, Kirundi and French were spoken in all the three camps while English was only spoken in Nduta and Mtendeli, and Lingala was only spoken in Nyarugusu. Among the host community, the main language was Kiswahili (93%). However, other languages spoken include Kirundi (18%), Kiha (7%) and English (6%). The use of Kirundi language in the host community may be attributed to the refugee naturalization process where Tanzania granted citizenship to former Burundi refugees⁷. When looking at the languages spoken, the refugee and host communities would be reachable with Kirundi and Kiswahili only, as many refugees speak and understand Kiswahili, the lingua franca of East Africa. In the sample, there were just eleven (11) respondents (= 2% of total) who spoke neither of the two languages (9 from Nyarugusu, speaking only French and Lingala, and 2 from host community, speaking only Kiha). Figure 5 shows languages spoken in the region. *Note: respondents could name more than one language.*

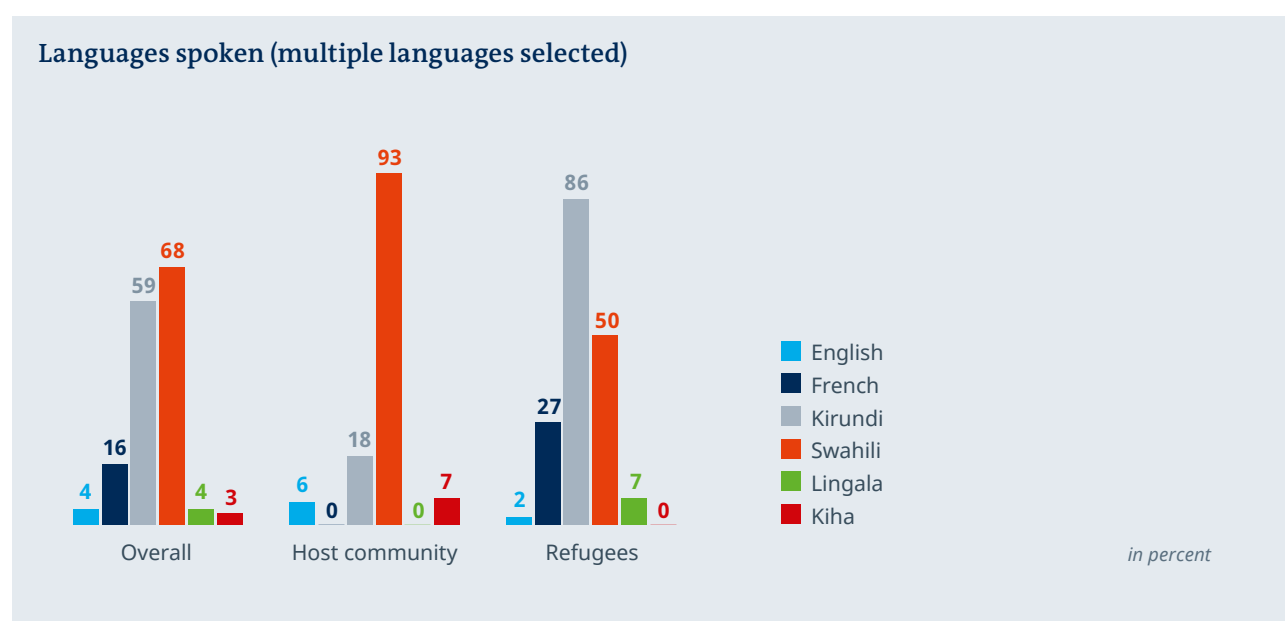


Figure 5

⁶ uis.unesco.org/en/country/tz

⁷ unhcr.org/news/latest/2014/10/5441246f6/tanzania-grants-citizenship-162000-burundian-refugees-historic-decision.html

3.3 Sources of information

3.3.1 Channels of communication

Refugees and the host community receive information from different channels, ranging from face-to-face communication, broadcast media, mobile channels, electronic communication to written communication. As shown in figure 6, the most frequently used channel to access information was the radio (58%). This was the case for both refugees and host community. Access to TV was more common (48%) among host community compared to refugees (16%). Communication through humanitarian agencies was accessed mainly by refugees (UNHCR 16%, DRC 8%). Noteworthy, 9% received information via Internet (mobile phones/computers). Note: respondents could name more than one channel of communication.

“ A lot of signposts have been installed at the camps to communicate health and sanitation information. They are key to avoid disease outbreaks in the camps.

Source: KII, Camp Staff, Nduta

“ Humanitarian agencies use loudspeakers and community leaders to communicate information on food and aid within the camp zones.

Source: FGD, Mtendeli Camp

Qualitative data suggested posters, loudspeakers, and community leaders were the main ways of disseminating information in the camps. Posters and signposts were mainly used to convey key health and sanitation information while loudspeakers were used to transmit information on the distribution of food and aid.

This assessment clarifies that Nyarugusu Camp has a similar pattern of media consumption as the host community, but a lot different from the other refugee camps: higher radio and TV usage, and a considerable extent of using the Internet and social media (both close to 20%, compared to 4% in the other refugee camps). Mtendeli is the lowest in all media consumption types and as well in having mobile phones. TV is mostly used in the host community, and just a bit in Nyarugusu Camp. Gender is hardly relevant, but yet fewer women watch TV.

Nevertheless, radio is the most used mass media in camps and host communities. Almost all radio users listen to at least one of the following stations: Radio Kwizera as the biggest local radio

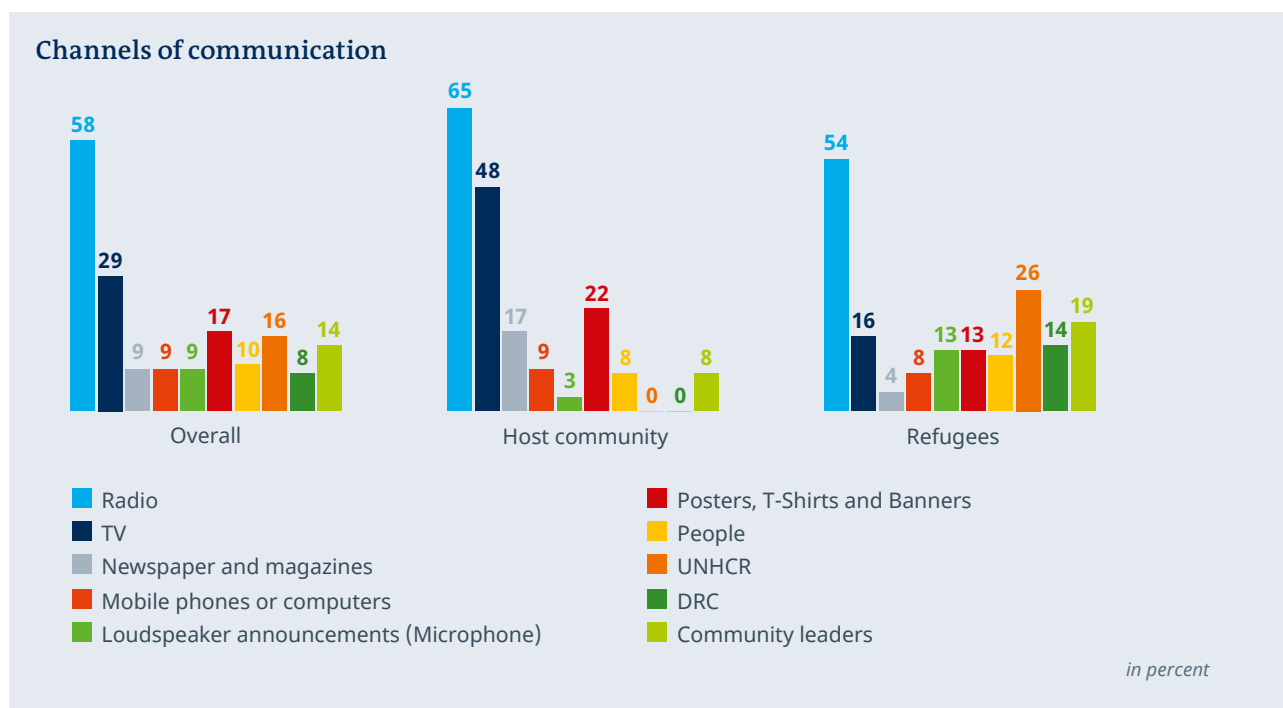


Figure 6

station in the region, TBC Taifa, Tanzanians public broadcaster and former state radio, and Isanganiro FM, a local radio station broadcasting from Burundi. Only 8% of all respondents listen to neither of those stations. There is hardly any gender difference in listening to radio, except in Nyagurusu.

3.4 Radio access and consumption habits

3.4.1 Access of information from radio

Overall, 58% of respondents listened to radio. However, the host community had better access to radio compared to the refugees. When it came to refugees, those in Nyarugusu (66%) had the highest number of radio listeners followed by Nduta (42%) and then Mtendeli (38%) as shown in figure 7.

The trend was similar to that of children (11–17 years), where overall 37% listened to radio, 38% being those from the host community and 35% being refugees.

“We are not in any position to own radios, if we were working then we would, but now we are just refugees who are not allowed to work.

Source: FGD with refugees, Nduta

Notably, more male respondents (65%) listened to radio compared to female respondents (51%). This case was significant among the refugees compared to the host community. Qualitatively, this was attributed to lack of radio sets and security concerns for women while listening in other areas apart from their homes. Others cited they preferred to stay indoors while doing chores as men looked for small jobs within the camps.

“Sometimes we are busy with chores and hence we don't have the time to listen to radio away from home ... most single mothers here don't own radio sets because we don't make any income ... others go to listen with their friends but security is not that good in the camps so we don't need to risk

Source: FGD with women refugees Nduta

Radio listenership was affected by cost/ownership of sets, language barriers and access to electricity as shown in figure 9. Noteworthy, most refugees did not listen to radio because they did not have access to a set. Others listened to radio through their neighbours' sets. These challenges were affirmed further by qualitative interviews. *Note: respondents could name more than one reason why they didn't listen to radio.*

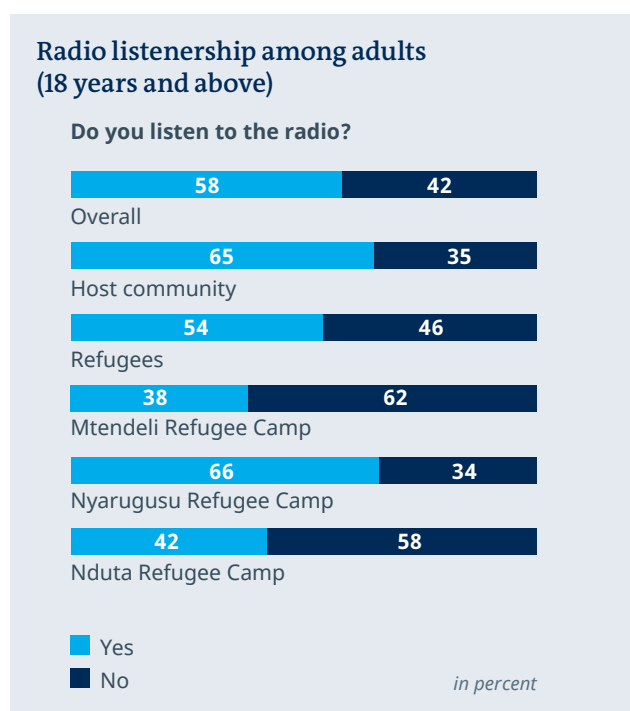


Figure 7

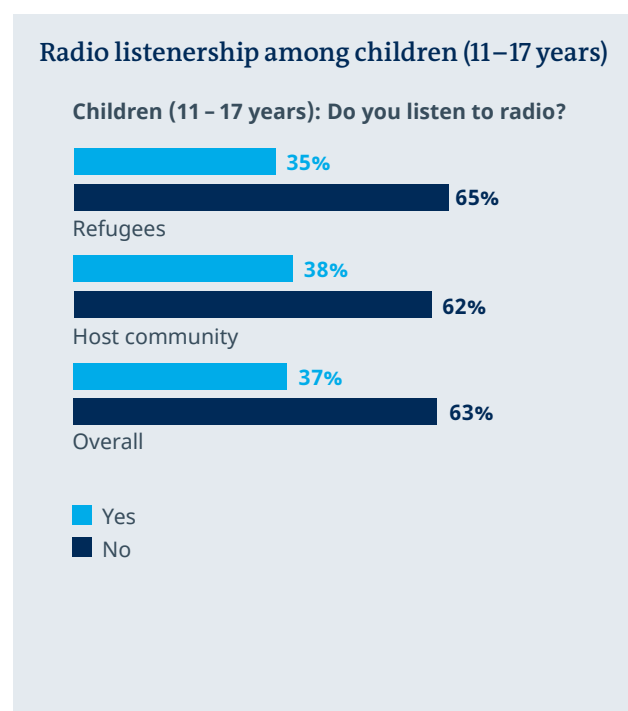


Figure 8

Out of those who listened to radio, 97% relied on sets they owned or owned by family or friends. Only 16% of those who listened to radio accessed it through mobile phones or tablets and 1% through vehicles or public transport. More refugees (19%) accessed radio through tablets and mobile phones compared to host community (12%). There was no gender disparity in how the respondents accessed radio. Most (86%) children (11–17 years) accessed radios owned by their families and friends, at school (19%) and only 8% accessed through tablets/mobile phones owned by themselves or friends. *Note: respondents could name more than one way they listen to radio.*

Generally, out of those who listened to radio, 92% listened in their residences, others at relatives' and friends' homes (17%), and at collective centres such as food distribution centres (8%) among others. Qualitative data showed that refugees with access to radios listened to them while at home/camp and while doing small jobs and chores within the camp. Others carried their radios to the distribution centres to catch up with news and entertainment as their awaited food. Interestingly, more refugees listened to radio at their friends' and relatives compared to the host community. This alluded to the challenge of radio ownership among the refugees. *Note: respondents could name more than one place where they listen to radio.*

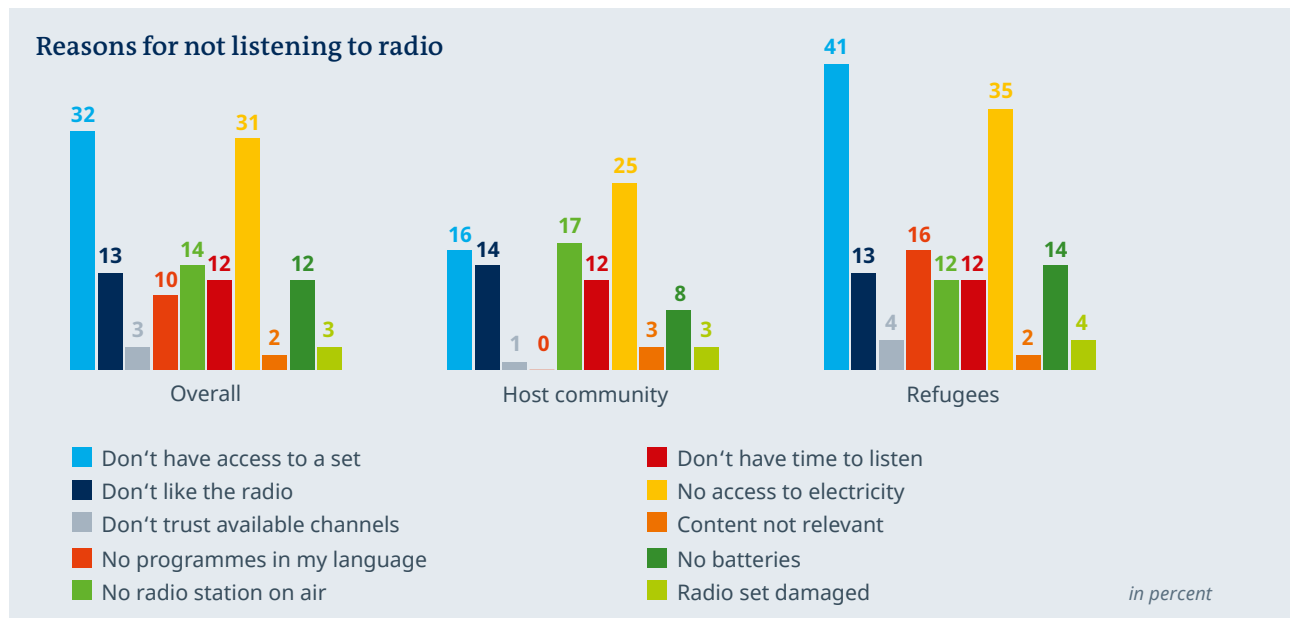


Figure 9

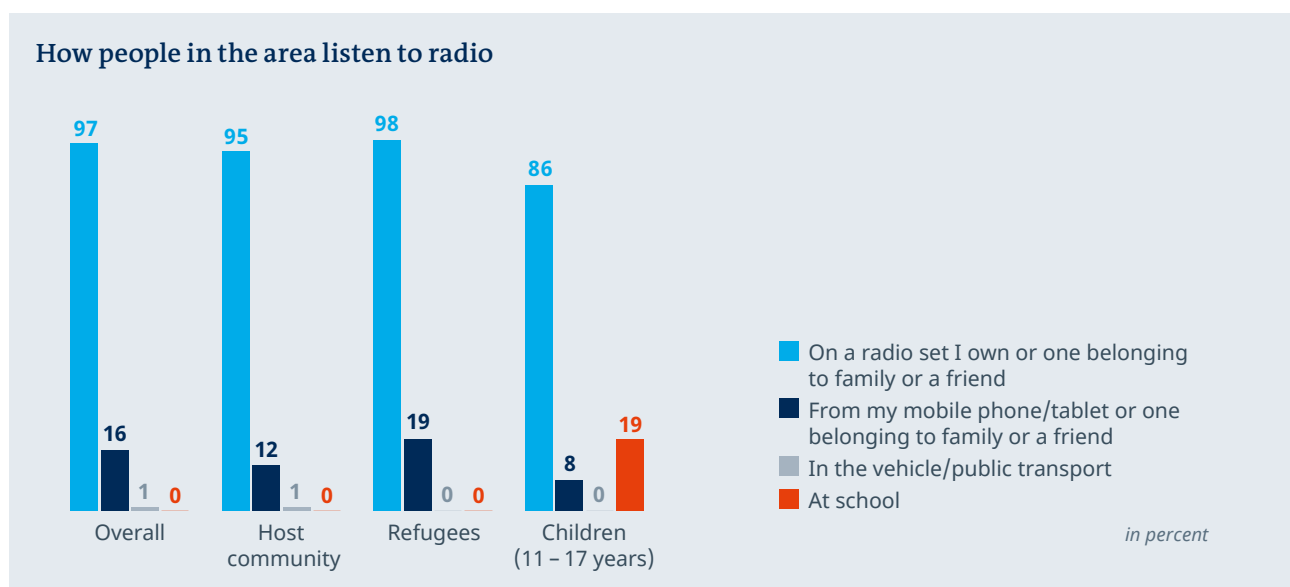


Figure 10

“ I used to have a radio but since we don't have electricity, the batteries were expensive for me so I just kept it. I later found out that it got spoilt.

Source: FGD with host community, Nduta

The assessment further found out that slightly more than two thirds of the respondents (68%) listened to radio in the company of their families, 47% alone, 29% with friends, 8% with listening groups and 5% in public gatherings. This trend

was similar for both refugees and host community as shown in figure 12. *Note: respondents could name more than one person or group with whom they listen to radio.*

“ Mostly we listen to radio in our homes within the camps and when we are doing small jobs and duties within the camps. News from Burundi and about our refugee status is what we look forward to.

Source: FGD with refugees in Mtendeli

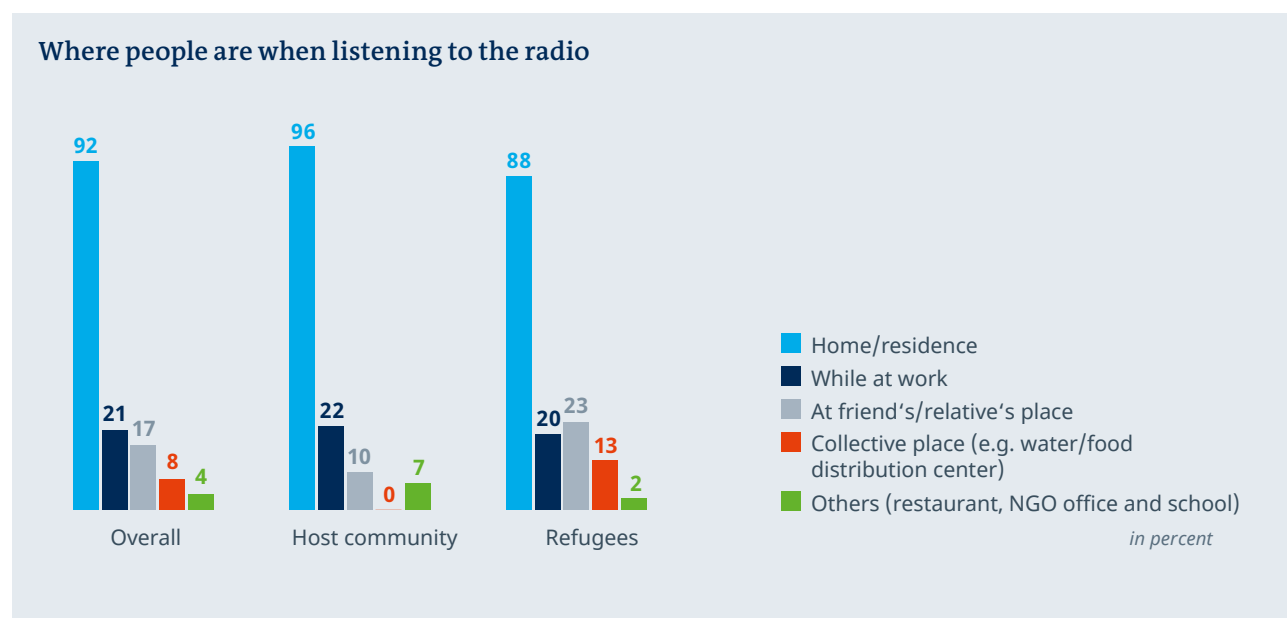


Figure 11

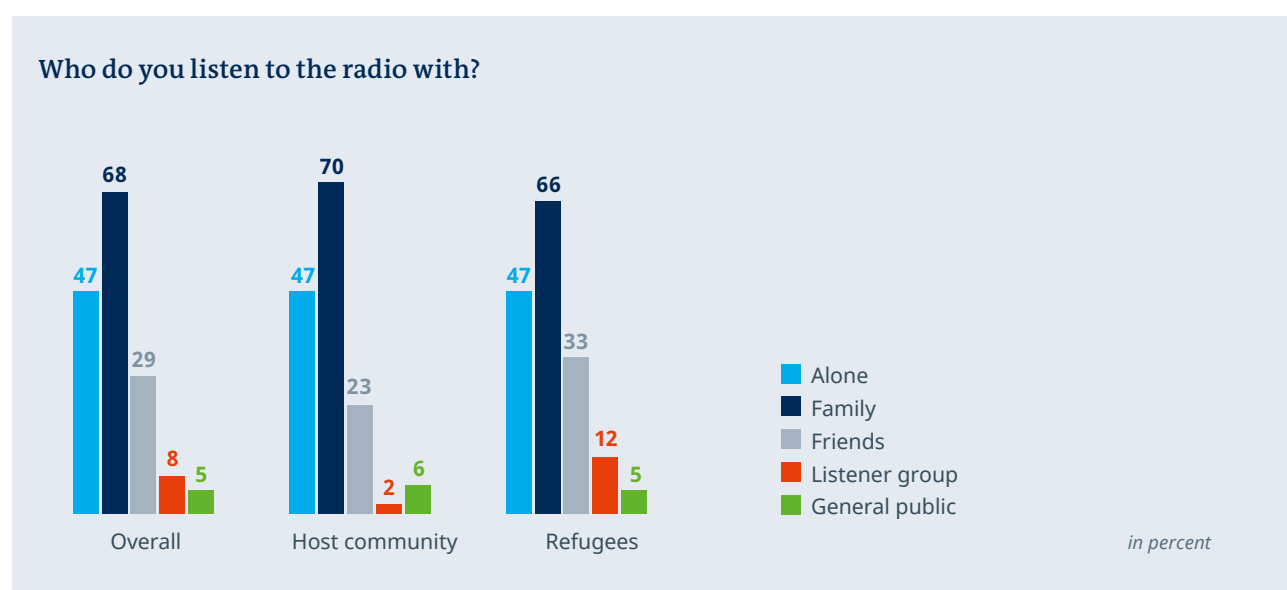


Figure 12

3.4.2 Radio stations accessed

The most popular radio stations were Radio Kwizera (70%) and TBC Taifa (41%). These were the only radio stations listened to by both the refugees (all three camps) and the host community as shown in figure 13. Radio Isanganiro⁸ which is located in Burundi was also a popular radio station in both Nduta and Nyarugusu Refugee Camps as it was listened to by 11% of the refugees. *Note: respondents could name more than one radio station.*

Radio Kwizera also stood out as favourite radio station for Children (11 – 17 years) compared to others as shown in figure 13.

The profiles of these three main radio stations in the area are as follows.

“ We listen to Radio Kwizera, Isanganiro and Ntenisi. Radio Amani and Umoja were closed and we would like them to be restored.

Source: FGD with men from DRC Congo

“ We listen to Radio Kwizera and Kavondo FM.

Source: FGD with men and women from Burundi, Nyarugusu

Radio Kwizera is a regional non-profit radio for community service established to enable integration and interaction of refugees, host community, the Tanzanian government and humanitarian agencies. It is also engaged in developing and building community-based organizations engaged in education, Income Generating Activities (IGA), health and sanitation, agriculture and environmental conservation through campaigns, contests, and other social services. Its coverage areas include North-West Tanzania, Eastern parts of Rwanda and Burundi as well as parts of the Democratic Republic of Congo (DRC)⁹. Radio Kwizera broadcasts in Kiswahili and is located in Kagera. Its coverage, language of broadcast and programming influenced its high listenership in the area. This was affirmed by qualitative interviews as follows.

TBC Taifa is the original national service radio station of Tanzania. Its main mandate is to inform, educate, and entertain. However, currently it focuses 75% of its programs on information and education and only 25% is entertainment¹⁰. Respondents relied on it because of its focus on disseminating official news mostly from the government.

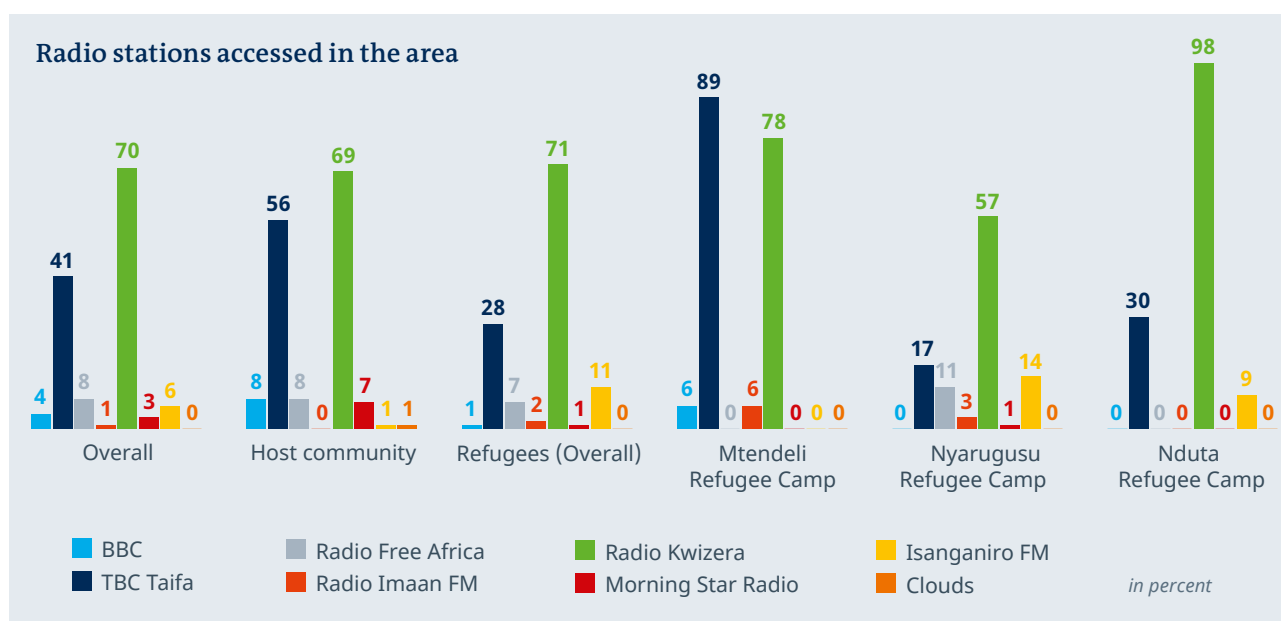


Figure 13

⁸ isanganiro.org

⁹ radiokwizera.com

¹⁰ tanzania.mom-rsf.org/en/media/detail/outlet/tbc-taifa-1

“ We listen to Radio TBC which broadcasts in Kiswahili and also Radio Kwizera which broadcast in English and Kiswahili.

Source: FGD with men, Mtendeli

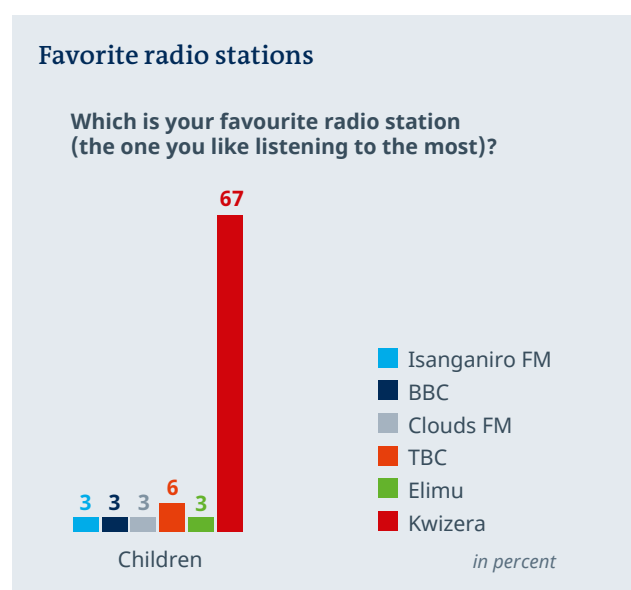


Figure 14

Despite the fact that Radio Isanganiro is located in Bujumbura/Burundi, it is the third most listened to radio station and its main audience are the refugees from Burundi. Its ability to broadcast in Kirundi, Kiswahili and French makes it accessible to the refugees. Most of the refugees want to keep up to date with the current situation in their home nation of Burundi.

3.4.3 Information currently received from radio

The most listened to information from radio stations was news on the camp (46%), news on home country (41%), news on Kigoma and Kagera (34%) and news on Tanzania (33%), among others. Notably, the host community received news about Tanzania (51%), information from their community in Kigoma/Kagera (48%) and interestingly also news about the camps (37%). Qualitative interviews revealed that the host community had a lot of interest on events in the camps and thus frequently listened to such news through the radio. On the other hand, refugees also followed news about the camp (54%) and their home country (53%). Noteworthy, refugees kept up to date on civil rights (32%) and international news (29%) through the radio more than the host community. *Note: respondents could name multiple types of information they received from radio stations.*

“ We have a lot of interest regarding what happens to the refugees. If they leave, most businesses in Kibondo will close, ruining the economy here...we buy some things from the refugees and I feel if they leave, we will miss out ... we are interested because some people believe there are thieves from the camp who come out and steal from us.

Source: FGD with host community members, Nduta

Radio listeners and TV viewers were asked what kind of information they currently receive from radio or TV, based on the same list of items. Indirectly, the answers tell us what people look for because they usually (“uses and gratifications model”) expose themselves to (and remember) information they need.

The data shows that Mtendeli and Nduta refugees are highly interested in two topics: Information on the camp and their immediate surroundings, and information on their home countries. The host community is less interested in the camp, but more on the local district of Kagera and Tanzania as a nation. The Nyarugusu Camp respondents have a lot of interest in topics like education and health, at least much more than the other groups. In all refugee camps, the topic of civil and refugee rights is relevant.

Those who do not feel well-informed, listened more to information on the camps and their home country (table 6), and much less to topics like education or civil rights. There are no gender differences here.

Note: A second option to discover information needs in the survey is when respondents were asked in the radio and TV section what they “would like to get from radio/TV?”

Information accessed on radio stations

What information do you currently receive from radio station?

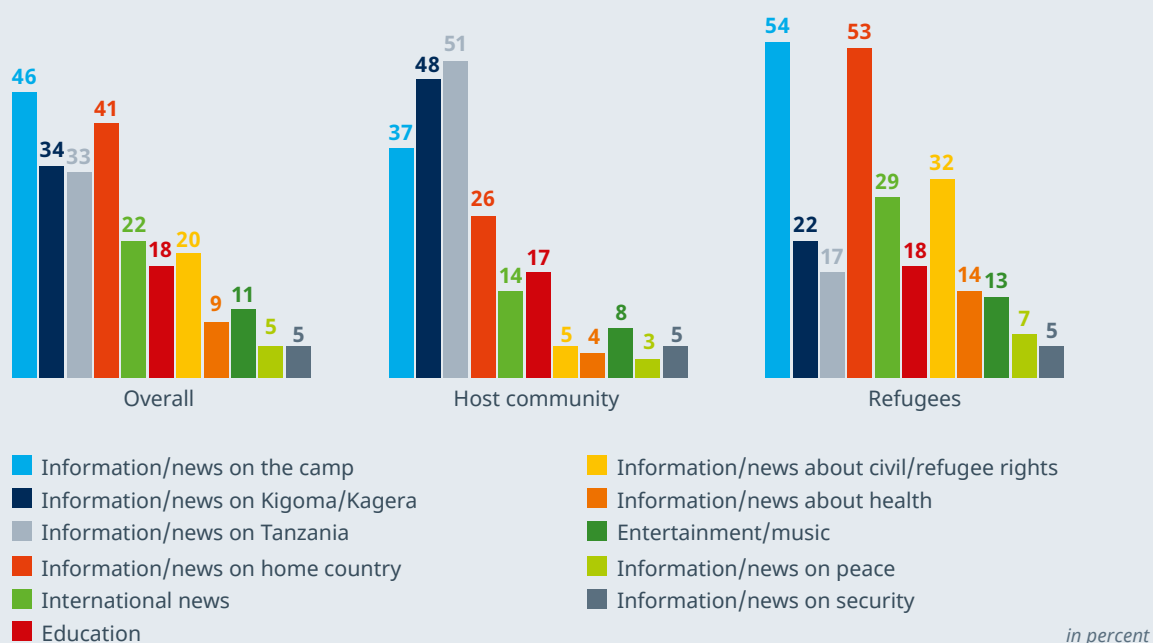


Figure 15

Types of information received from radio by site/group

	MTENDELI	NYARUGUSU	NDUTA	HOST	TOTAL
Information on camp	100%	29%	96%	37%	147
Information on Kigoma/Kagera	28%	11%	45%	48%	108
Information on Tanzania	28%	13%	23%	51%	104
Information about home country	72%	40%	77%	26%	130
International news	0%	30%	38%	15%	71
Education	6%	28%	2%	17%	56
Information about civil/refugee rights	11%	30%	47%	5%	63
Information about health	0%	19%	6%	4%	30
Entertainment/music	0%	17%	9%	8%	34
Information on peace	0%	10%	2%	3%	17
Information on security	0%	1%	17%	5%	16

318

Table 5

Content received from radio in relation to feeling well-informed or not

	YES, WELL-INFORMED	NO, NOT WELL-INFORMED	TOTAL
Information on camp	42%	83%	136
Information on Kigoma/Kagera	31%	45%	96
Information on Tanzania	32%	48%	101
Information about home country	37%	69%	121
International news	24%	0%	64
Education	19%	3%	52
Information about civil/refugee rights	21%	7%	58
Information about health	10%	0%	26
Information about health	11%	0%	29
Information on peace	5%	0%	14
Information on security	6%	0%	16
Table 6	270	29	299

What would you like to get from the radio?

	MTENDELI	NYARUGUSU	NDUTA	HOST	TOTAL
Information on camp	100%	15%	92%	38%	112
Information on Kigoma/Kagera	13%	13%	37%	44%	84
Information on Tanzania	13%	13%	26%	52%	89
Information about home country	87%	33%	74%	32%	113
International news	0%	38%	58%	16%	80
Education	13%	32%	3%	16%	55
Information about civil/refugee rights	11%	42%	53%	10%	77
Information about health	0%	27%	11%	8%	41
Entertainment/music	0%	17%	11%	11%	34
Table 7					278

These data show a very similar pattern of information needs as before: refugees in two camps (Mtendeli and Nduta) want information about the camp and home country. Whereas the Nyarugusu Camp requires less of this, but wants instead information on health and education, and refugee rights.

Looking at those “like to get” information needs, those who are not well-informed prefer information on the camp (91% vs 36%) and on home country (83% vs 37%), whereas the rates of information from Tanzania are the same (around 32% for both). Those not feeling well-informed do not wish to be informed on education, or health, and less on refugee rights.

Assessing the same question on TV, shows the same pattern as for radio. Mtendeli and Nduta need information about the camp and home country. But there is one exception, the wish

for information on civic and refugee rights stands out in all camps. The pattern between those who are well-informed and those who are not, is the same as with radio.

3.4.4 Children’s programs

The main programs listened to by children (11–17 years) were on music/entertainment (44%) and sports (28%). Despite this, 22% of them also watched news as shown in figure 16. Noteworthy, 3% listened to Deutsche Welle and other children programs (8%). *Note: respondents could name multiple programs they listened to.*

Out of these programs, music and entertainment programs were the most popular with 36% citing them as favourites, followed by sports (34%), and others (30%) as shown below.



Figure 16

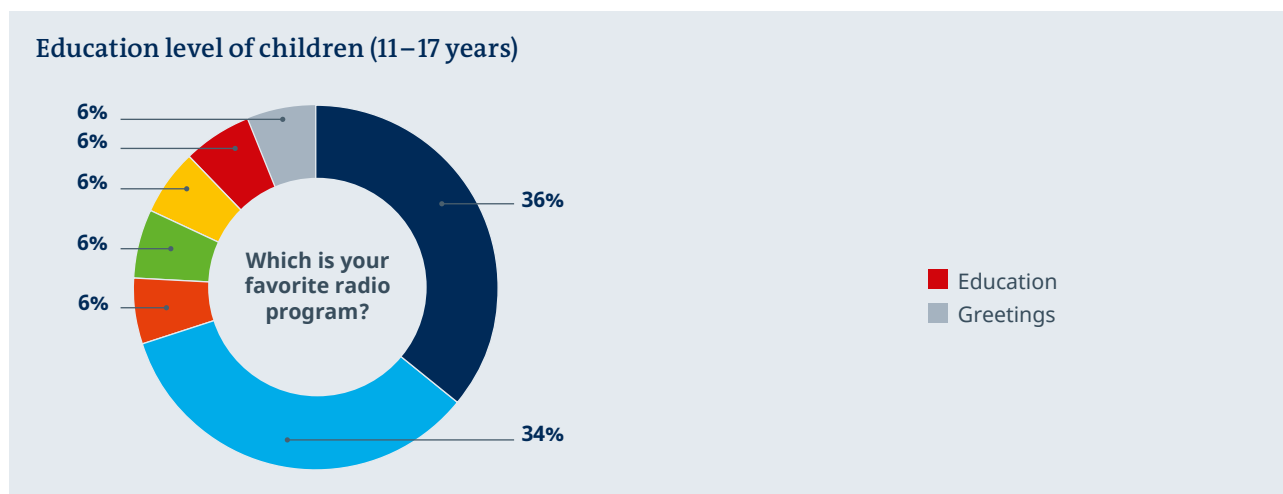


Figure 17

3.4.5 Frequency of radio listenership at different times of a day

Generally, most people listened to radio daily, but at different times of the day as shown in table 8. The majority (57%) listened to radio early in the morning (5:00 am to 8:00 am), and the least popular timeslot for radio was overnight (11:00 pm to 5:00 am). Peak listening periods were early morning (5:00 am to 8:00 am) and evening (5:00 pm to 8:00 pm), while off-peak period was overnight (11:00 pm to 5:00 am). Peak hours were popular due to news, entertainment and family programs aired at those specific times.

“Listening to radio early in the morning is good because it gives you news about where you want to go. For example, if a bridge is damaged or roads are blocked due to rain ... my family and I have set an alarm on our radio to wake us at 6:00 am. This helps us to prepare the children for school and ourselves for work.

Source: FGD with host community, Nduta

“We love listening to sports and music but we would also love to get education from the radio ... I send greetings over to my friends at home and also listen if they send back greetings through the radio.

Source: FGD with youth, Nduta Refugee Camp

3.4.6 Use of radio podcasts

The use of podcasts in the region was very low for both refugees and host community, with only 12% having ever listened to a podcast. Most of those who listened to podcasts were part of the host community compared to the refugees as shown in figure 18.

“Prime time news is usually reported in the morning and in the evening. This is the best time for us to listen to radio. Also, during the day, we might be too busy.

Source: FGD with men, Mtendeli Refugee Camp

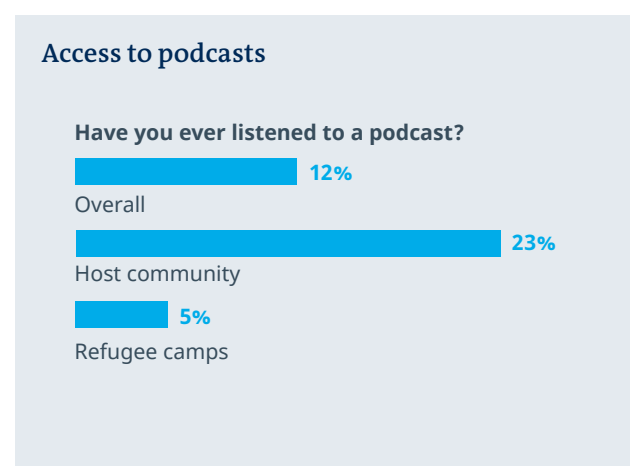


Figure 18

Frequency of radio listenership

	DAILY	MORE THAN ONCE A WEEK	MORE THAN ONCE A MONTH	NEVER
Early morning (5:00 am to 8:00 am)	57%	31%	6%	6%
Morning (8:00 am to 11: 00am)	42%	36%	5%	17%
Mid-day (11:00 am to 2:00 pm)	34%	39%	7%	20%
Afternoon (2:00 pm to 5:00 pm)	43%	34%	5%	18%
Evening (5:00 pm to 8:00 pm)	44%	32%	4%	20%
Late evening (8:00 pm to 11:00 pm)	41%	30%	5%	24%
Overnight (11:00 pm to 5:00 am)	29%	29%	5%	37%

Table 8

Frequency of podcast listenership

How many podcasts have you listened to in the last one month (refer to)?

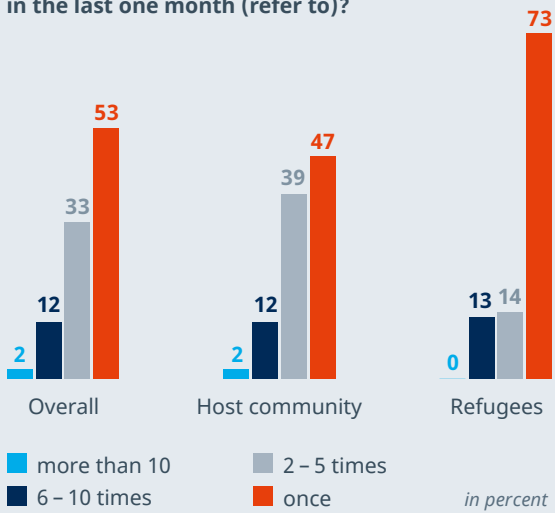


Figure 19

Frequency of watching TV

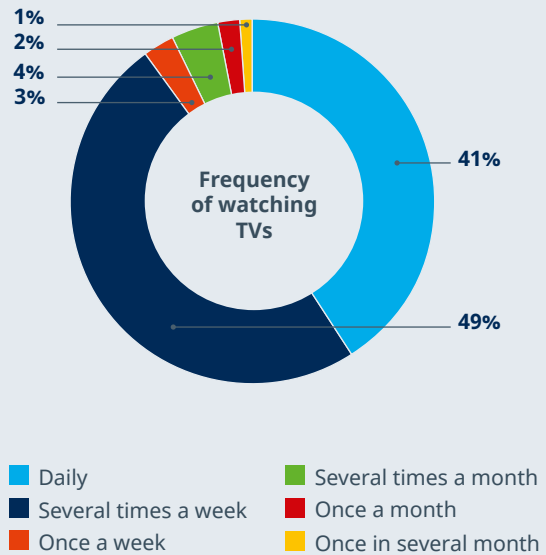


Figure 21

Access to televisions

Do you watch TV from satellite/cable?

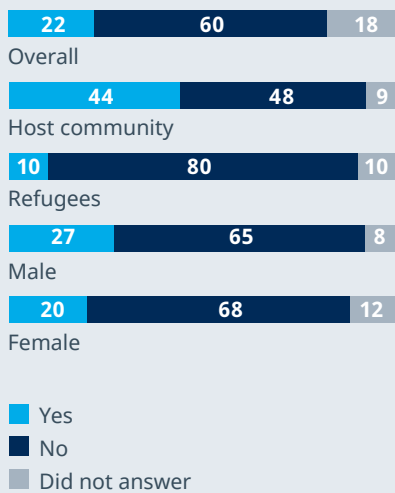


Figure 20

Time periods where TVs are most watched

	OVERALL	HOST COMMUNITY	REFUGEES
Early morning (5:00 am to 8:00 am)	26%	26%	27%
Morning (8:00 am to 11:00 am)	21%	19%	24%
Mid-day (11:00 am to 2:00 pm)	13%	11%	18%
Afternoon (2:00 pm to 5:00 pm)	21%	15%	36%
Evening (5:00 pm to 8:00 pm)	31%	29%	39%
Late evening (8:00 pm to 11:00 pm)	15%	18%	3%
Overnight (11:00 pm to 5:00 am)	1%	-	3%
Any time	5%	6%	3%

Table 9

More than half (53%) of those who listened to podcasts did so only once in a month. Most of the refugees (79%) who listened to podcasts, listened to them only once in a month compared to 47% of the host community.

Further analysis showed that out of those who accessed TVs, the majority watched it daily and several times a week as shown in figure 21. Noteworthy, 15% watch TV from video kiosks (local cinema halls that showed movies for a fee).

3.5 Television access and consumption habits

3.5.1 Access to information on TV

Access to information from TVs was low (24%) amongst the target respondents due to hindering factors such as affordability of TV sets and access to electricity as indicated by qualitative information. In comparison, more host community members (44%) accessed information from TVs compared to only 10% of the refugees. The trend was similar in terms of gender as only 27% of males had access to TVs compared to 20% of females as shown in figure 20.

In terms of the prime hours of watching televisions, the peak period for most was in the evening between 5:00pm to 8:00am. Off-peak hours were similar to those of the radio, overnight (11:00pm to 5:00am) as shown in table 9. *Note: respondents could name multiple periods when they watched TVs.*

3.5.2 Information consumed from TV

Information consumed from TV was similar to that consumed from the radio. Overall, the main information received from TV included news from Kigoma/Kagera (48%), news from the camp/community (44%), news from Tanzania (38%) and news from home country (31%). In comparison, most refugees (60%) watched news from the camp on TVs while most of the host community (47%) consumed news from Kigoma and Kagera areas. Other types of information consumed by the respondents included international news, education, information on refugee and civil rights, health information and entertainment as depicted in figure 22. *Note: respondents could name multiple types of information.* 3.5.3 Channels currently accessed

“Yes, we watch; Christian music, news though it’s difficult to pay for it because we don’t have a source of income.”

Source: FGD with women from DRC, Nyarugusu

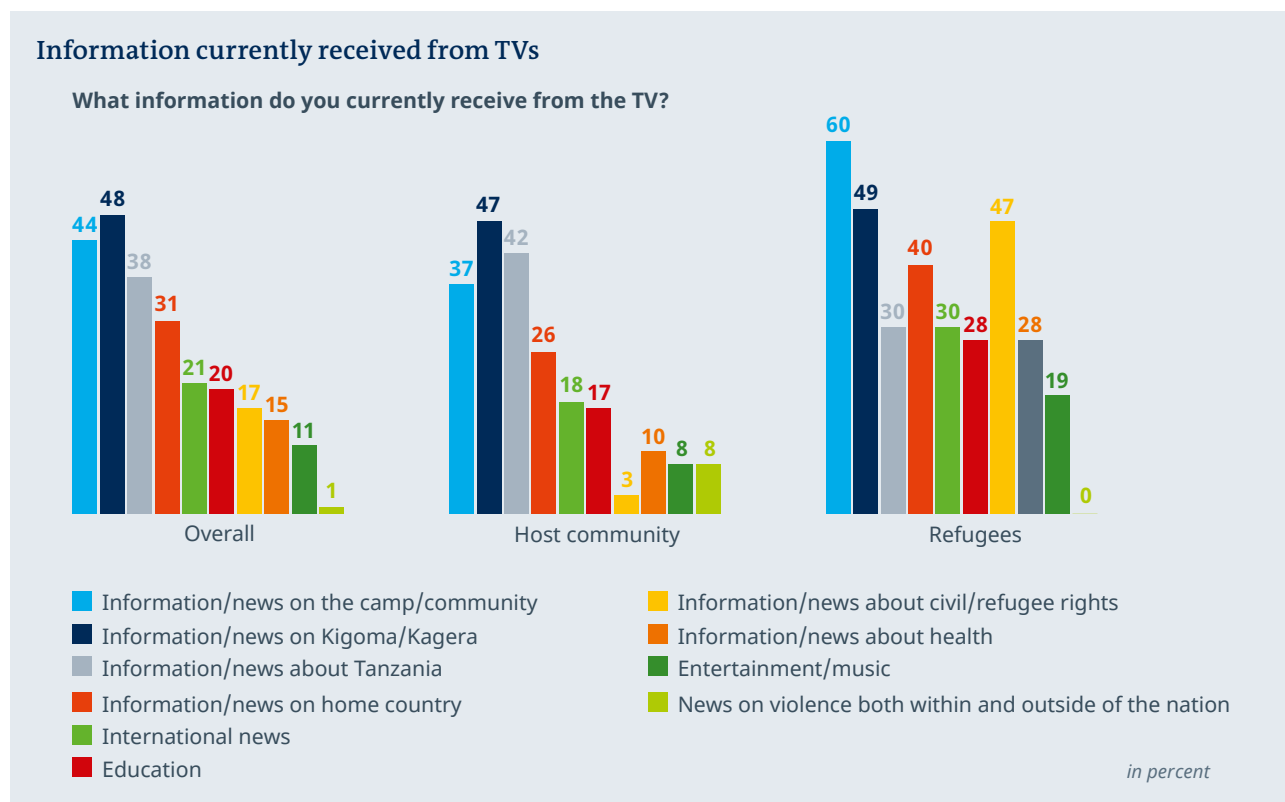


Figure 22

The most viewed channels by the respondents included Independent Television (ITV) (32%), BBC (21%), TBC (13%), Azam TV (11%) and Clouds TV (9%). Both the host community and refugees had similar viewing trends. However, more refugees (23%) watched Azam TV compared to 5% of the host community and on the other hand, more host community members (17%) watched TBC compared to 6% of the refugees. *Note: respondents could name more than one TV channel they accessed.*

The main content watched from ITV was sport and entertainment while that watched on BBC it was daily news, sport and music/entertainment. Azam TV which is the second most accessed by refugees is a digital satellite service provider located in Dar-es-Salaam, Tanzania and was founded in 2013 with the intention to expand across Africa. Out of those who accessed Azam TV, the main information consumed was daily news, sports and movies/cinema.

“ We have a few magazines which we get from UNHCR and DRC but they are mainly on health and protection against diseases.

Source: FGD with DRC women in Nyarugusu

3.6 Print media access and consumption

3.6.1 Access to information from newspapers and magazines

Circulation of print media has been on the decline worldwide. Tanzania is no exception and over the years it has faced its fair share of challenges. The Media Service Act 2016 required all print media in Tanzania to reregister. The deadline to reregister was set at October 31, 2017 and any company that had not complied was forced to close business.¹¹ In terms of its popularity in the area of study, only 12% read newspapers and these were mainly from the host community. Only 1% of the refugees read newspapers.

The majority did not read newspapers because of unavailability of newspapers (65%), the available ones were not in 20% of the respondents' language, and, other respondents (32%) could not afford to buy them while others (18%) claimed they couldn't read. These claims were later supported by qualitative surveys as follows.

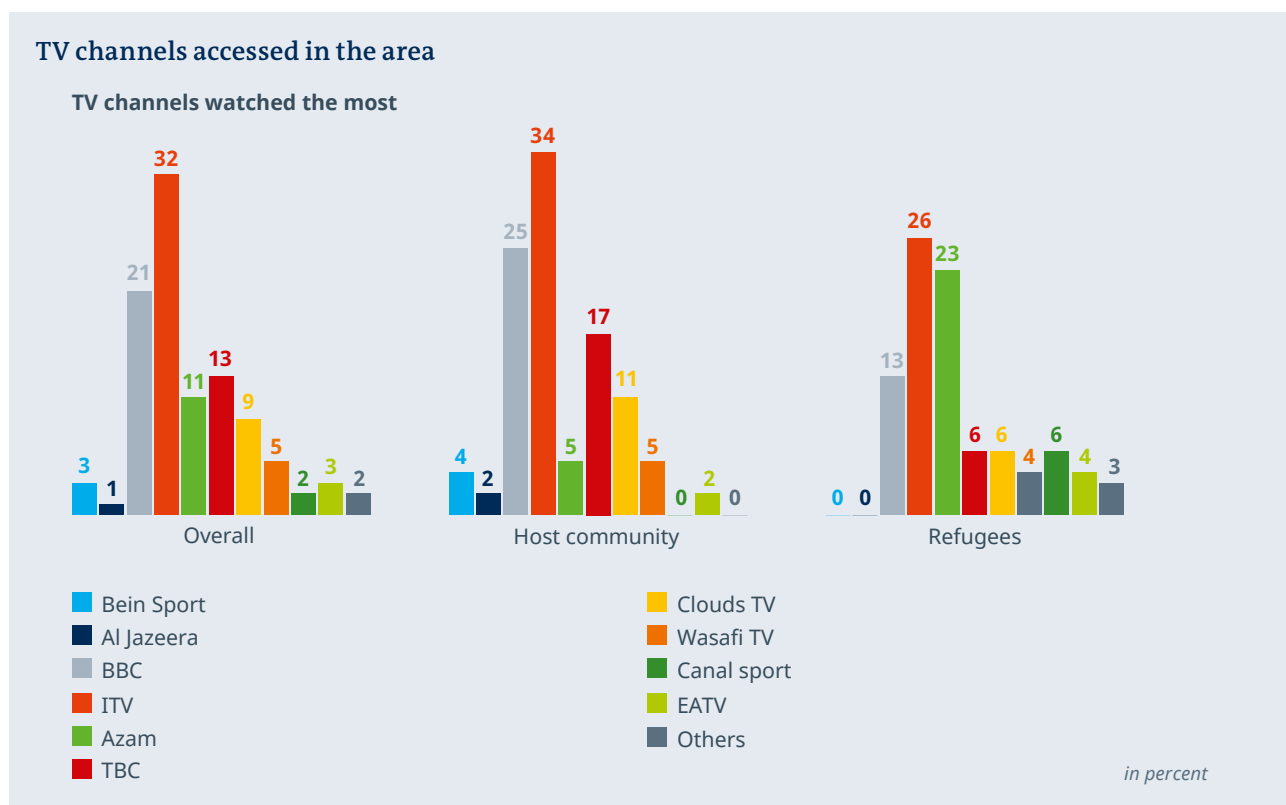


Figure 23

¹¹ mct.or.tz/wp-content/uploads/2019/05/State-Of-the-Media-2017-2018.pdf

Access to magazines was lower than newspapers due to similar challenges. Overall, only 10% read magazines as shown in figure 25. Magazines read by refugees were mostly gifts from humanitarian organizations and not purchased.

3.7 Mobile phone access and usage

3.7.1 Mobile phone access

Overall, 49% of the respondents had access to mobile phones and the access was higher in the host community compared to refugees. This was mainly because of unreliable income which made mobile phone unaffordable. In terms of gender, more males had access to mobile phones compared to females. Qualitative data revealed the disparity was mainly due to financial challenges the women faced especially in finding jobs.

“Newspapers are not available in this area and I don't think most people buy them. Buying a newspaper, you will be seen as a rich man in this area. You can also get that information from the radio or TV.

Source: FGD with host community members, Nduta

Access to magazines

Do you read magazines?

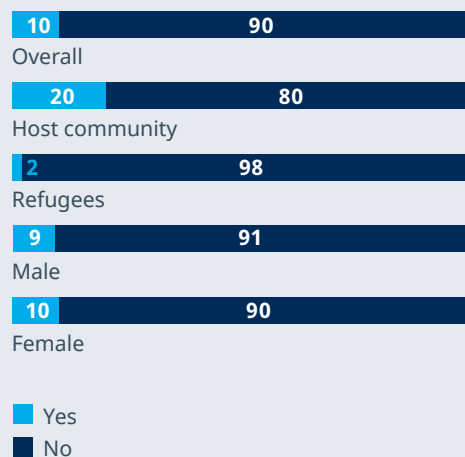


Figure 25

Access to newspapers

Do you read newspapers?

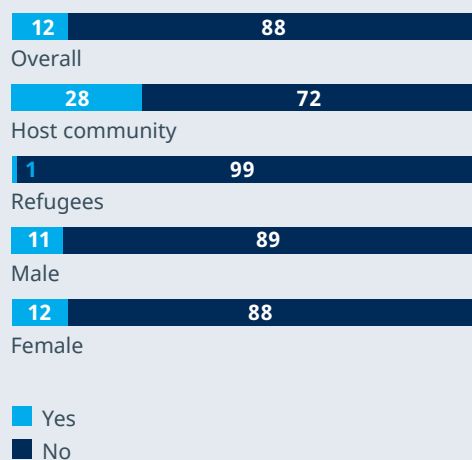


Figure 24

Access to mobile phones

Do you have access to a mobile phone?

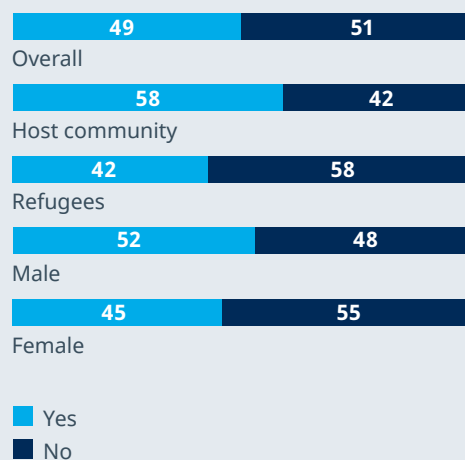


Figure 26

3.7.2 Activities performed on phones

The phones were mostly used to make calls and receive calls with family and friends, sending text messages, money transfer and listening to radio. These activities were similar among refugees and the host community as shown in figure 27. *Note: respondents could name more than one activity done using mobile phones.*

Further analysis showed that 74% of those with mobile phones listened to radio because their phones were equipped with radio receiver.

“As women refugees we have many challenges, and the fact that jobs available within the camps sometimes involve building tents and manual labour, we are unlucky. Also, since we can't work outside, getting an income to buy phones is impossible.

Source: FGD, Congolese women in Nyarugusu

“I use my phone to call and also to listen to radio since I don't have a radio set. I bought the phone instead of a radio because I thought it was more economical.

Source: FGD with men, Nduta

“We have smartphones which we use to get news online, for instance Facebook and WhatsApp.

Source: FGD Nyarugusu

“I use my phone to call my son in Dar es Salaam to send me money. When he sends, I can at least receive the money.

Source: FGD, host community Nduta

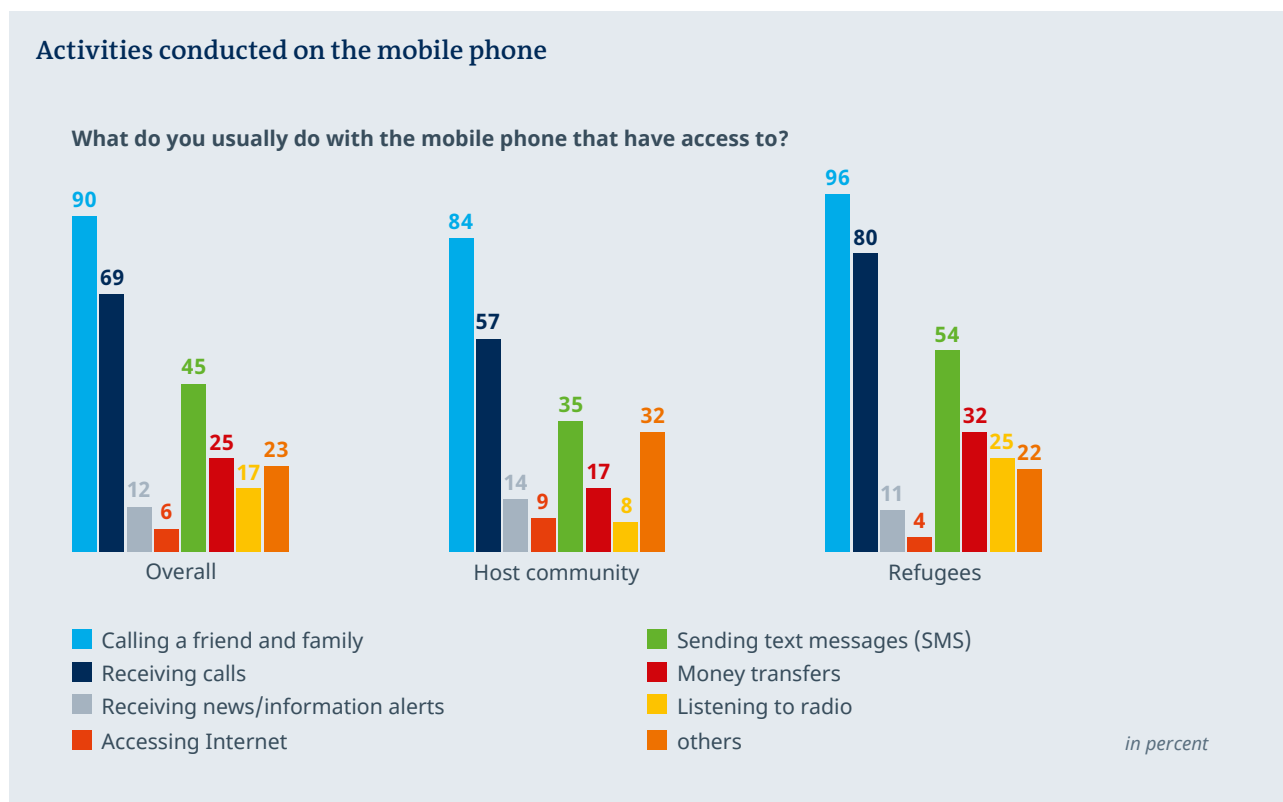


Figure 27

3.8 Internet access and consumption

3.8.1 Internet access

In total, 23% of all respondents had Internet access. The host community, compared to the refugees, had better access to the Internet as well as the male refugees compared to women. Qualitative data revealed that the main challenges in accessing Internet included low numbers of people owning smartphones and computers, especially within the refugee camps.

Devices used to access the Internet

Out of those who accessed Internet, 97% accessed using their own smartphones/tablets, 6% on computer/laptops, 1% in cyber cafés, and 1% in youth/community centres. The host community mainly accessed on smartphones/tablets and computers/laptops. Cyber cafés and youth centres were frequented by refugees as shown in figure 29.

3.8.2 Information accessed on the Internet

The Internet was useful in getting news on the camp and community, news from Tanzania and news about refugees' home countries. The host community mainly sought updates

on Tanzania (38%), news about Kigoma/Kagera (38%) and information/news on the camp/community. On the other hand, refugees were interested in civil/refugee rights (53%), news on the camp and community (49%), education (36%) and news on Kagera/Kigoma. *Note: respondents could name more than one type of information.*

“Most people don't access Internet here because we lack the necessary gadgets. Those who have the gadgets, they are just donated.

Source: FGD with the youth, Nduta

“Currently we can't afford phones with Internet access due to poverty but my son says he uses computers in Kibondo.

Source: FGD with host community in Nduta

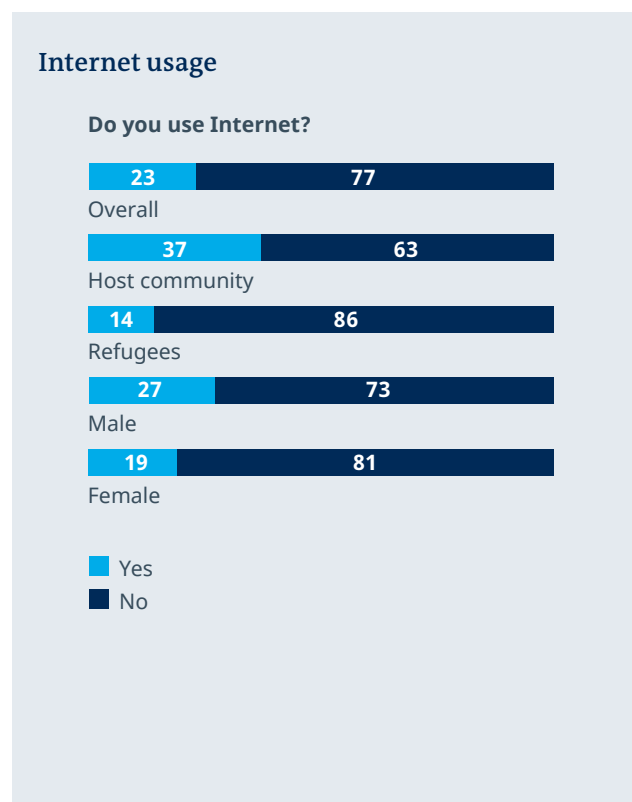


Figure 28

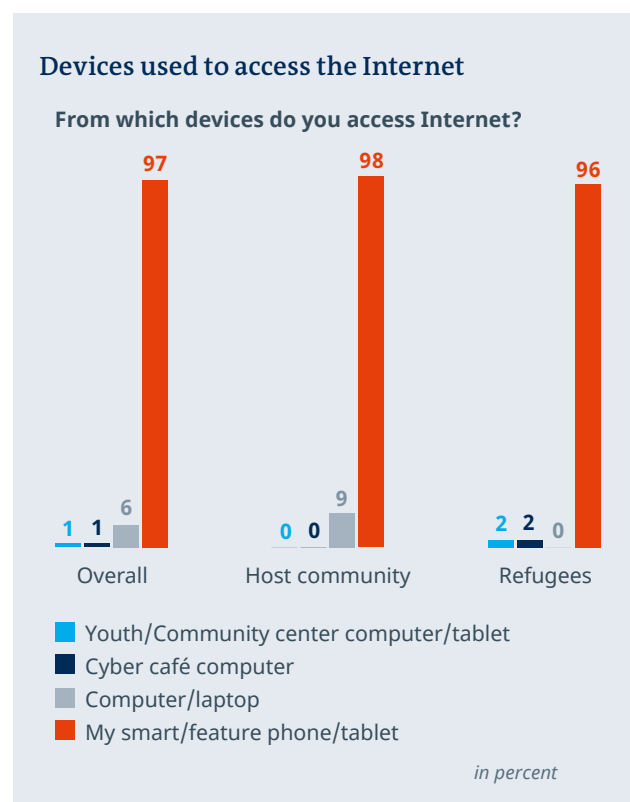


Figure 29

Information accessed on the Internet

What information do you currently receive from the internet?

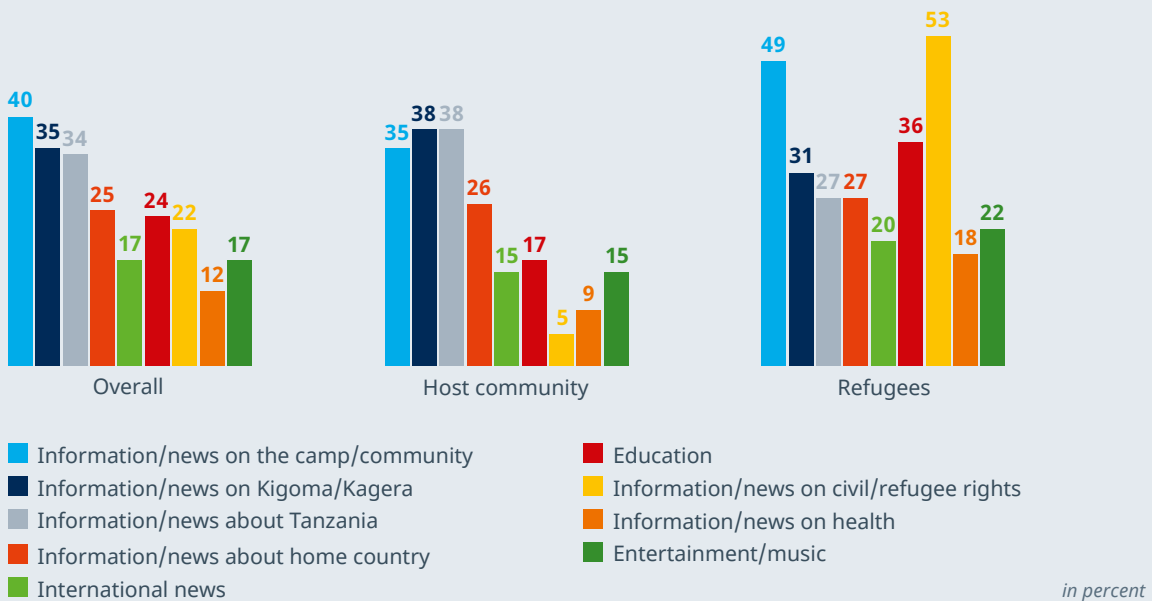


Figure 30

Access to social media

Do you access social media?

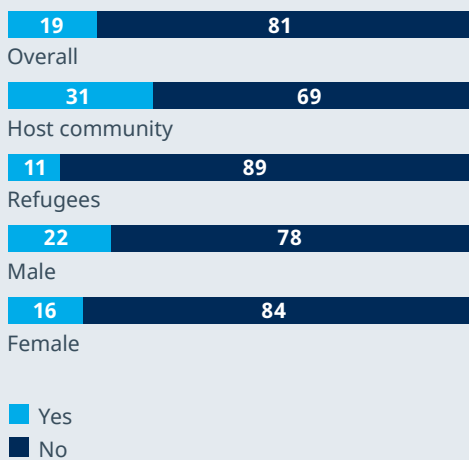


Figure 31

“Yes, we have access to Internet, we are able to go online, learn or access Facebook and WhatsApp. Here we can meet our friends from back home who will tell us how things are over there.”

Source: FGD Congolese men in Nyarugusu

3.8.3 Access to social media

Access to social media in the area was low, as it was available to only 19%. In the host community, more people accessed social media compared to refugees as shown in figure 31.

The most popular social media platforms were Facebook and WhatsApp. This trend was similar for both refugees and the host community. The least used social media platform was

Telegram and was only used by male refugees as shown in Table 10. *Note: respondents could name more than one social media platforms they accessed.*

The main information sought after from social media was news from the camp and the surroundings, news from Tanzania, education and news on civil rights and rights of refugees as shown in table 11. *Note: respondents could name multiple types of information accessed.*

Social media platforms accessed

	OVERALL	HOST COMMUNITY	REFUGEES	MALE	FEMALE
	19%	31%	11%	22%	16%
Facebook messenger	41%	43%	36%	38%	45%
Facebook	68%	65%	72%	62%	78%
Twitter	14%	14%	14%	14%	15%
Instagram	34%	39%	25%	31%	40%
Snapchat	6%	4%	8%	8%	3%
YouTube	19%	14%	22%	14%	28%
WhatsApp	64%	59%	72%	66%	60%
Telegram	2%	0%	6%	3%	0%

Table 10

Information accessed on social media

	OVERALL	HOST COMMUNITY	REFUGEES
Information/news on the camp/community	35%	29%	47%
Information/news on Kigoma/Kagera	44%	51%	31%
Information/news on Tanzania	37%	46%	19%
Information/news about home country	19%	17%	22%
International news	17%	16%	19%
Education	26%	23%	31%
Information/news on civil/refugee rights	24%	6%	58%
Information/news about health	15%	10%	25%
Entertainment/music	18%	14%	25%
Information/news on peace	1%	0%	3%

Table 11

3.9 Most trusted source of information

Overall, radio (65%), which was also the main source of information, was the most trusted source followed by UNHCR personnel (11%) and loudspeaker announcements (7%).

Trustworthiness of the radio was rooted in the perception that radio delivers official information. Its high accessibility compared to TV, also aided in its trustworthiness. However, those with a TV trusted TV more due to its visual component. The host community trusted the radio to update them on news in the country while the refugees felt that during periods of uncertainty over their stay in the camps, radio was the most trusted source of information. Refugees also trusted notices and banners displayed in the camps, especially by UNHCR.

“When the government wants to communicate or warn us of anything, they do it on the radio news ... I don't think they can read something in the news if it is not confirmed.

Source: FGD, host community

“I trust TV because you can see the real thing unlike radio. For instance, we watched the oil tanker accident and saw it with our own eyes...we also trust notices and banners put up at the camp.

Source: FGD Mtendeli men

“Right now, we don't know whether we will be taken back forcefully or not, so we have to listen to the radio because the information will come from both governments. The news is the only confirmed kind of information.

Source: FGD, Nyarugusu Camp

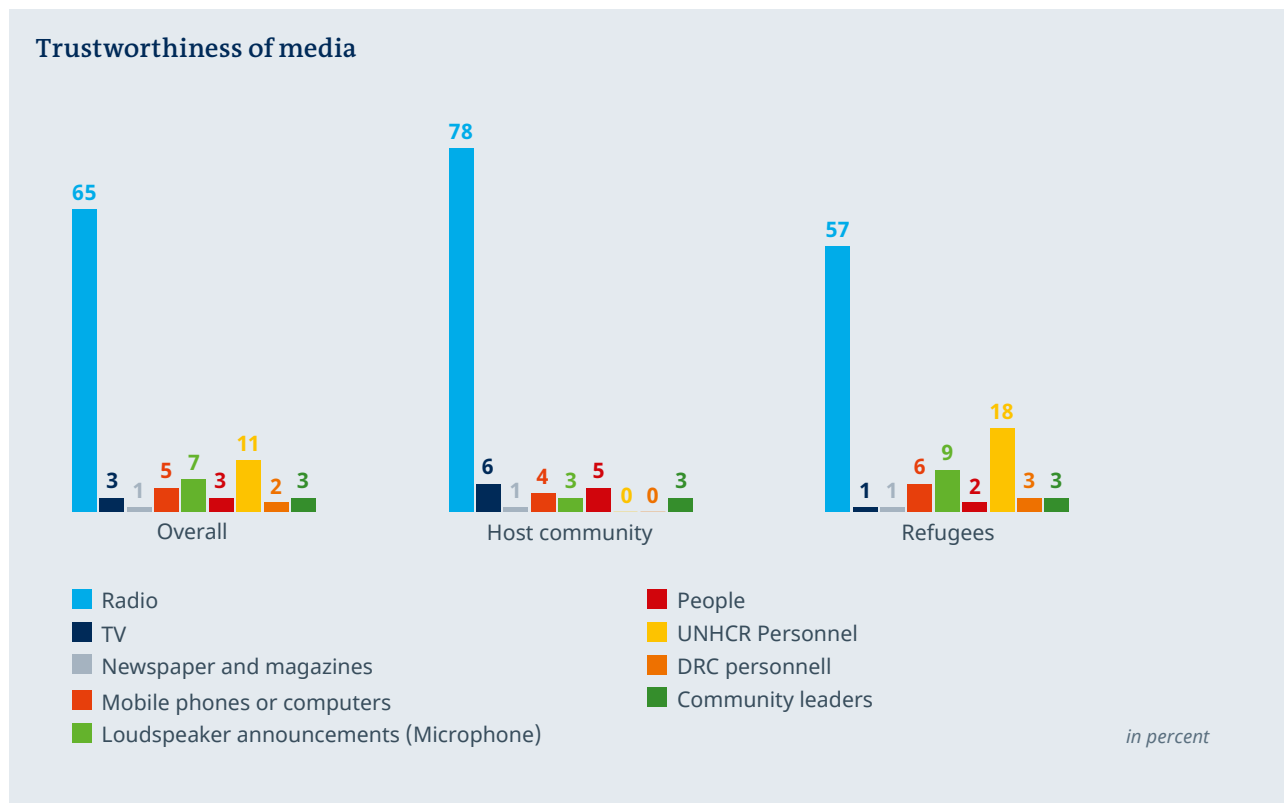


Figure 32

Trusted radio stations

Since radio stations were the most trusted sources of information, further analysis was conducted to determine which radio stations was trusted the most. The analysis revealed Radio Kwizera drew the most confidence from both the refugees and host community as shown in figure 33.

“ RPA once said there is peace in Burundi but it wasn't true.

Source: FGD Nyarugusu

3.10 Least trusted source of information

The least trusted sources were newspapers and magazines (trusted by 1%), people (3%) and community leaders (3%). However, qualitative data also showed several radio stations that were not trusted, mostly by the refugees. These radios included RPA and BBC as illustrated below. Notably, BBC was only trusted by 2% as shown in the chart above.

“ Yes, BBC once said that many refugees had registered to return to Burundi but it was not true. We would like to have a radio at the camp broadcasting in Kiswahili and Kirundi.

Source: Mixed FGD with Burundians in Nyarugusu Camp

“ Yes, for instance RPA said that peace had been restored in Burundi and later people who returned to Burundi came back stating otherwise.

Source: FGD with men in Mtendeli Camp

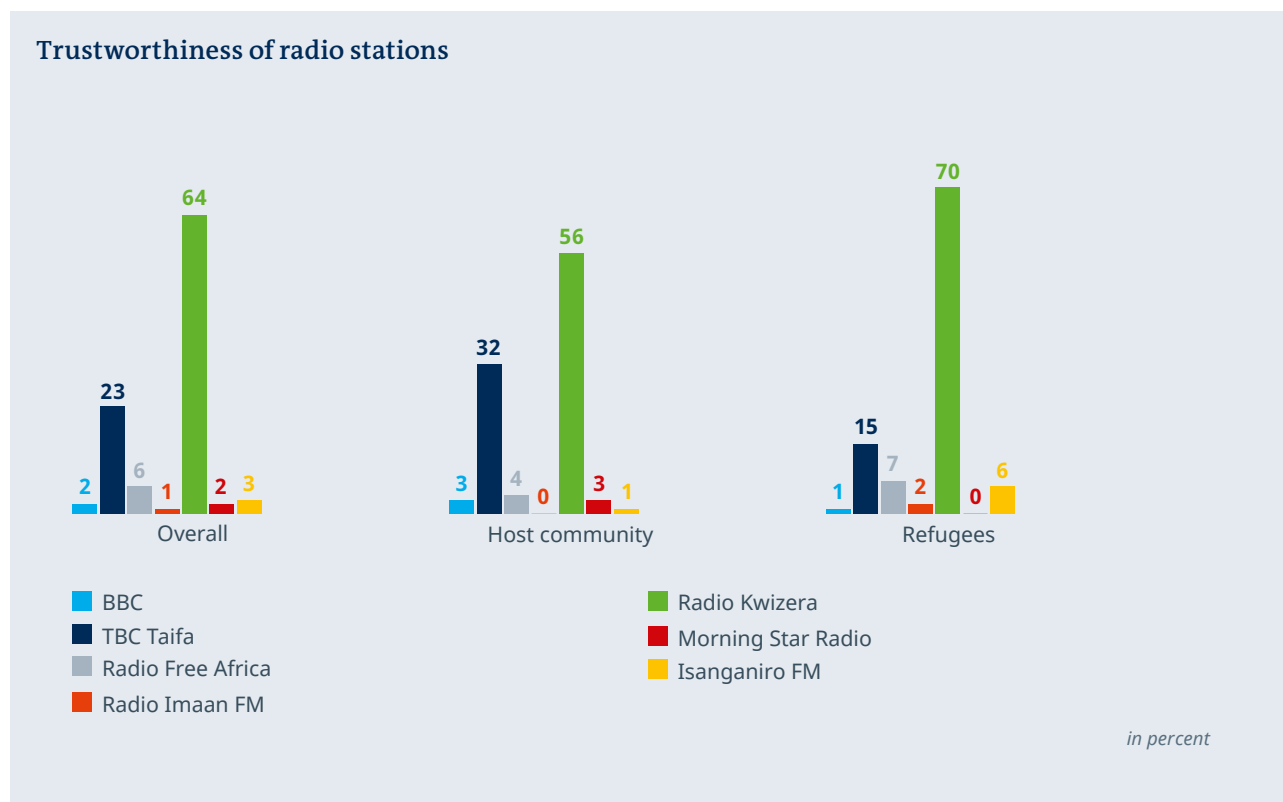


Figure 33

3.11 Information needs

3.11.1 Information and decision making

To understand the information needs of the respondents, the assessment evaluated their satisfaction with the information they were already receiving from radio which was the main channel used. On a scale of 1 to 5 where 1 was very dissatisfied and 5 was very satisfied, the respondents rated them at 3.8 which was neither satisfied nor dissatisfied as shown in table 12.

Satisfaction with information received from radio

	AVERAGE SATISFACTION LEVEL
Overall	3.8
Host community	3.9
Refugees	3.8

Table 12

This means that despite radio being the most accessed and most trusted source of information in the area, there was still a gap in terms of satisfaction. Qualitative data supplemented that respondents expected more content from radio stations and also in a variety of languages or at least commonly spoken languages within the area.

“ If I don’t understand the language, I just switch the radio off. I think they should have multiple languages for the information they are providing ... we expect entertaining programs such as plays and competition shows.

Source: FGD Congolese men in Nyarugusu Camp

Information for decision making

In addition to the levels of satisfaction, the assessment sought to find out if the information the respondents held at the time was sufficient to make responsible decisions for themselves and their families. Overall, 67% felt that they were able to make informed decisions based on the information they possessed. Many in the host community were in a position to make such decisions compared to the refugees as shown in figure 34.

The main reasons given by those who felt they had sufficient information to make informed decisions for themselves and their families were; the source of information is true and accurate (48%), the information helped them understand various topics e.g. health/education (39%), and others (13%).

On the other hand, those who felt they lacked information for decision making gave the following reasons: they did not trust the source (23%), their voice could not be heard as they were perceived to be less fortunate/refugees (33%),

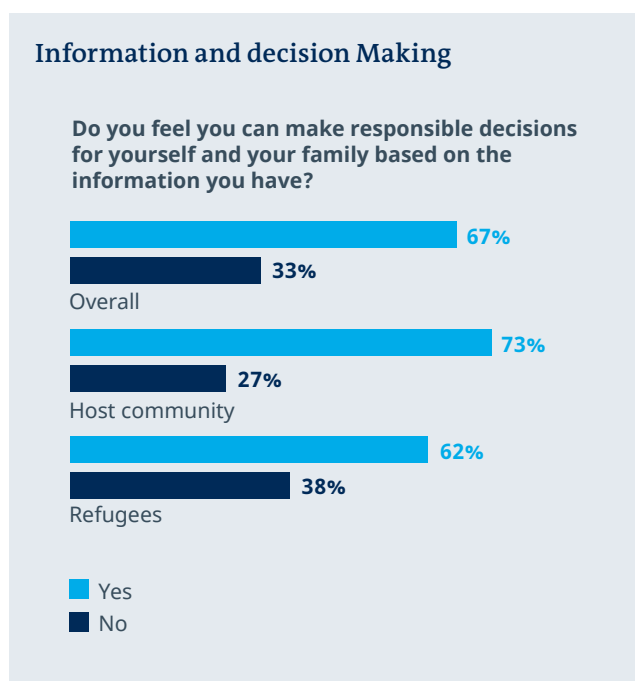


Figure 34

Feeling well-informed or not in Tanzania

	YES, WELL INFORMED	NO, NOT WELL-INFORMED	TOTAL
Mtendeli	8	40	48
%	17%	83%	100%
Nyarugusu	121	10	131
%	92%	8%	100%
Nduta	66	12	78
%	85%	15%	100%
Host	166	39	205
%	81%	19%	100%
Total	361	101	462
%	78%	22%	100%

Table 13

the information received caused moral decline (18%), there were limited media stations (12%) among others (14%).

Feeling well-informed or not?

In addition to site and gender, the data was analysed with a third focus, i.e. whether respondents said that they feel well enough informed to make responsible decisions or they don't feel well-informed to do so. The data show huge differences between the sites. In total, 22% do not feel well-informed, but in Mtendeli Camp, where radio listenership is lowest, that figure is extremely high, at 83%. In addition, more women (25% of all women) than men (19%) don't feel well-informed, but the difference is not significant.

The importance of radio and TV

This group of the "not well-informed" listens *significantly less to radio* (see table 14) and watches less TV. All those in Nyarugusu Camp who do not feel well-informed, do not listen to radio, and 75% of those in Nduta Camp do not listen to radio, and even 72% in the host community.

3.11.2 Information needed to make informed decisions

Despite 67% stating they could make responsible decisions for themselves and their families, an overall of 68% expressed they needed more information to make better decisions for themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health information as shown in figure 36.

Radio use pattern of those not feeling well-informed

	YES, LISTENING TO RADIO	NO, NOT LISTENING TO RADIO*
Well-informed	270	91
%	75%	25%
Not well-informed	29	72
%	29%	71%
Total	299	163
%	65%	35%

Table 14

*or refusal to answer

“ We would like to know how our country is faring on.

Source: FGD with men from DRC in Nyarugusu Camp

“ We would like to listen to international news, news concerning us and news about our country Burundi.

Source: Men's FGD in Mtendeli Camp

“ We would love to get news concerning our country, how far we are at achieving a peaceful country.

Source: FGD with women from DRC in Nyarugusu Camp

In addition to the information they required to make informed decisions, the assessment examined the current information gap. This meant the information they desired but did not have at the time of the assessment. As shown in table 15, the main type of information desired but the respondents lacked was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

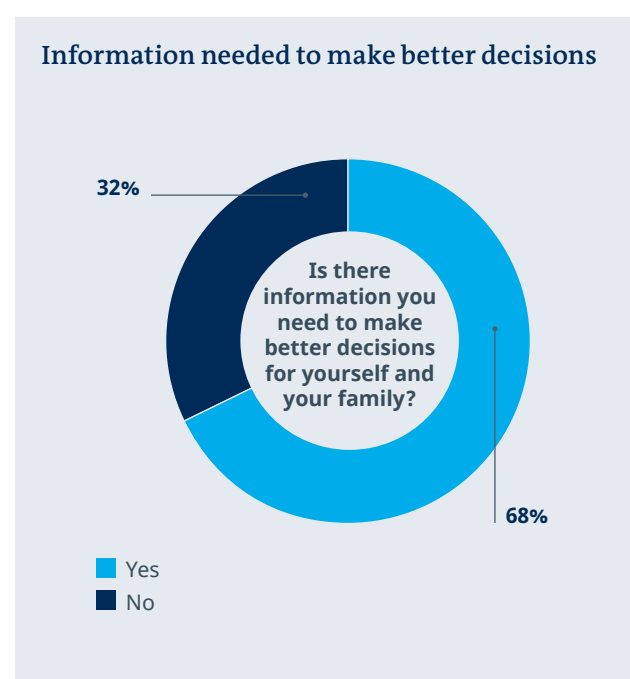
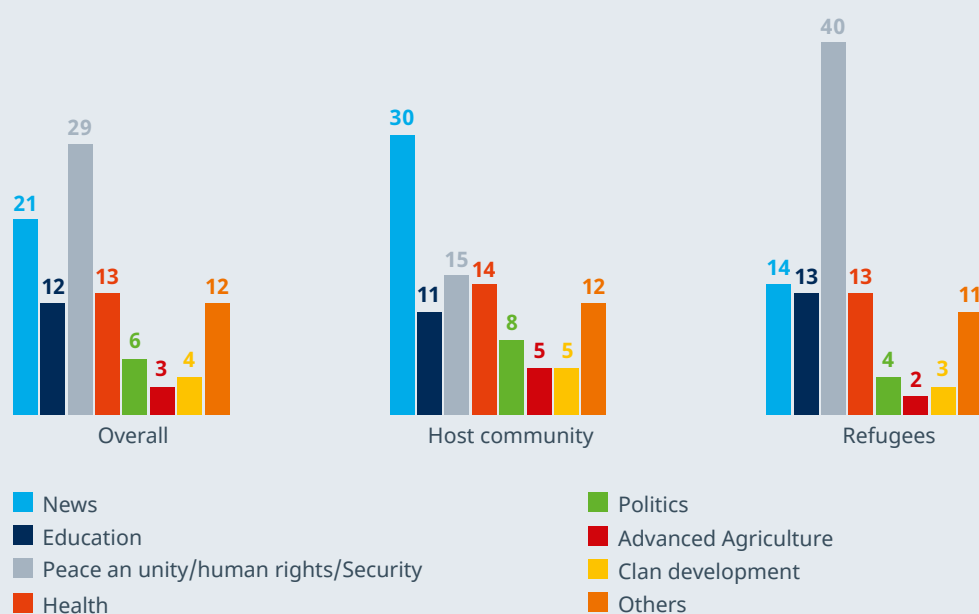


Figure 35

Types of information needed to make better decisions



in percent

Figure 36

Desired but lacking information

TYPE OF INFORMATION DESIRED BUT THEY LACK	OVERALL	HOST COMMUNITY	REFUGEES
Security in the camp/community	53%	39%	64%
Security in the surrounding	43%	39%	45%
How to get help after physical attack	13%	12%	13%
How to stay safe to prevent attacks/harassment	8%	9%	8%
Finding missing people/family members	14%	10%	16%
Where to access gender services	6%	7%	5%
Information about nutrition	8%	9%	7%
Disease outbreak alerts in the area	6%	7%	6%
How to access health advice and treatment	3%	4%	3%
How to access safe water	3%	3%	3%
Information on family planning	5%	5%	4%
How to get food	3%	4%	2%

Table 15



© picture alliance / AP Photo

Refugees who fled Burundi's violence and political tension wait to board a UN ship, at Kagunga on Lake Tanganyika, Tanzania, to be taken to the port city of Kigoma.

4. Conclusion

How do people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

The main channel used by both refugees and host community in Kigoma and Kagera regions was the radio. Other channels to access information were face-to-face communication through humanitarian agencies' personnel, community/refugee leaders, televisions, loudspeakers, print media and mobile phones or computers.

The main language spoken by the majority of both refugees and host community was Kiswahili. Other languages spoken included Kirundi which was spoken by most of the refugees due to the high number of Burundian refugees. French was the third most spoken language in the area, and was spoken mainly by refugees from both DRC and Burundi. The main language spoken by the host community was Kiswahili. Kirundi was also spoken by members of the host community and this was most likely attributed to the refugees who had been given citizenship by Tanzania.

In terms of the literacy levels in the area, half of the respondents were able to both read and write. Many in the host community could read and write compared to the refugees. The education levels of the refugees were very low compared to that of the host community.

Which means (written, audio and video etc.)/sources of information are available to them?

Information in the form of audio was available to both refugees and host community and was accessed through radios and loudspeakers. Availability of video as a form of communication was affected by unaffordability of sets among both refugees and the host community. Print media's reach was limited by unavailability of newspapers and magazines in the area, the perception that they were only for the rich, and availability of alternative sources of information such as radio.

Which source of information do they trust?

Radio was the most trusted source of information as a result of the perception that they communicated official and verified information. The most trusted radio station was Radio Kwizera whose mandate catered for the needs of both the refugees and the host community. Radio Kwizera was established to accompany refugees in the locality by providing a bridge between them and the local communities, the government of Tanzania and agencies working with them. Televisions' audio-visual nature made it also trustworthy but regretfully, the costs of TV sets affected their access and usage. Newspapers and magazines, people and community leaders were least

trusted by both refugees and host community. The low accessibility of newspapers and magazines equaled to their trustworthiness while uncertainty and security concerns especially within the camps created a distrust among people and also community leaders.

Do people feel they have enough information to make informed decisions?

Overall, more than half of the respondents felt that they were able to make informed decisions based on the information they possessed. Despite this, an overall of 68% felt they needed more information to make better decisions for themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health. In comparison, the host community members were in a better position to make informed decisions compared to the refugees.

Which information do they require to take informed decisions?

The information required was mainly news, information on peace and unity/human rights/security, education and health information. News was a key information need because of the direct link to the uncertainty of the refugees' stay which had impact on both the refugees and the host community. Additionally, the assessment established that the information desired most by the respondents was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

5. Recommendations

In order to improve the access of people affected by forced migration to reliable information, DW Akademie should:

- a) Develop programs that provide credible and reliable information on peace and unity/human rights/security, education, health, security within the camp and within the community, news from refugees' home countries, precautions and action after physical attacks, trauma counselling and finding missing people or family members. For children (11–17 years), develop programs on education, entertainment and sports.
- b) Train and mentor youth from both the refugees and host community to be reporters or to contribute content to the programs. This will ensure content from the area is collected on time while also providing employment to the youth.
- c) Partner with Radio Kwizera and TBC Taifa to air the programs since radios are most accessible and Radio Kwizera and TBC Taifa are not only the two most listened to, but also the most trusted radio stations in the area. This will also contribute to ensuring Radio Kwizera has a strong economic base to continue offering quality services to the area. Air children's (11–17 years) programs on Radio Kwizera as it's their favorite.
- d) Offer capacity building for staff from Radio Kwizera, TBC Taifa and other radios operating within the area. This will improve the quality of information available to the people.
- e) Package the program content in the three main languages of Kiswahili, Kirundi and French.
- f) Air the programs within the periods of early morning (5:00 am to 8:00 am), afternoon (2:00 pm to 5:00 pm) and early evening (5:00 pm to 8:00 pm). This will ensure a bigger audience accesses the information.
- g) Support listenership groups by offering solar powered radio sets to reach a bigger audience.
- h) Develop feedback mechanisms to ensure the programs are up to date and tackling relevant issues in the area

Foreseeable challenges

- Uncertainty over the future of Burundian refugees in Tanzania. This may affect the implementation of the project but the key advice would be to monitor the situation as the implementation goes on and to be flexible regarding any developments.
- Government restrictions within the camps. The content of the programs as well as the trainings may be under scrutiny, causing fear among training participants and affect dissemination of information. This can be solved through frequent multi-stakeholder meetings where stakeholders can express their views and come to a common ground on the project.

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DW Akademie is Deutsche Welle's center for international media development, journalism training and knowledge transfer. Our projects strengthen the human right to freedom of expression and unhindered access to information. DW Akademie empowers people worldwide to make independent decisions based on reliable facts and constructive dialogue.

DW Akademie is a strategic partner of the German Federal Ministry for Economic Cooperation and Development. We also receive funding from the Federal Foreign Office and the European Union and are active in approximately 50 developing countries and emerging economies.



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